



David M. Siesko
Executive Vice President
Technical Claims

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Mr. Josh Leibner
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Dear Josh:

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I was just doing a PowerPoint for a big meeting that I need to do next week; it is an Info Share to our Technical Claims group of 1700 people. One of the slides, which I am using as a close, shows the objectives we started our with in Technical Claims (those from our Boston Meeting more than two years ago) and how they have formed the basis for all that has been accomplished. We really are very ahead of some other parts of the company in what we came up with at that meeting!!

While we did not have the opportunity to work together as much as I would have liked, the staying power of the work you helped us do on our Strategic Commitment means it was time very well spent for my team and me.

Thank you for your friendship and partnership, and I look forward to working together again in the future.

Very truly yours,

A handwritten signature in black ink that reads 'David M. Siesko'.

David M. Siesko
Executive Vice President
Technical Claims