

# Svenska Handelsbanken

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August 17<sup>th</sup>, 2004

Business Communications Management  
228 East 45<sup>th</sup> Street  
12<sup>th</sup> Floor  
New York, NY 10017

Att: John Cunningham, Partner

I am writing to convey our total satisfaction with Business Communications Management since they assumed management of our telecom services. The excellent job they have performed for us thus far is particularly impressive in view of our recent relocation. As a Commercial Bank our business depends on the uninterrupted functioning of our telecom services, and I cannot stress strongly enough our appreciation for BCM's consummate handling of our move. The seamless migration of our numerous services over the course of a single weekend speaks volumes for the efficiency and professionalism of all our support team at BCM. Our Account Manager, Cathy Grove, has from the start done a superb job of grasping our needs for this project, and throughout has addressed our questions and concerns both quickly and intelligently. Project manager Sharon Leshnow has been simply outstanding. She is one of the most competent, thorough, and helpful individuals I have ever had the pleasure to work with, and time and again went above and beyond the call of duty to ensure the projects success. I believe Svenska Handelsbanken is very fortunate to have had a person of her caliber involved in our relocation.

Please convey Svenska Handelsbanken's deep gratitude to Cathy Grove, Sharon Leshnow and our entire support team at BCM for their excellent handling of our relocation. If the level of service we receive from BCM continues at this level we will remain extremely happy customers.

Sincerely,



Duncan Lamont  
Office Administration Assistant  
Svenska Handelsbanken