

INTERNATIONAL GROUP PROGRAM

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Geraldine F. Pangaro
Secretary - President



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To Whom it may concern:

From May 1996 to July 1997, Max West, then with NTSI, worked as Project Manager on the International Group Program's (IGP) ECHO Project. It was a complex computer project which involved the migration from the old mainframe system to a client/server system. This system provides all of the financial transactions IGP performs with our 41 Associate Insurers around the world and it generates our most important client reports. ECHO combined IGP's entire administration, decision support and client reporting into one package. I would like to share with you my observations about Max based on his management of this project.

Max possesses a strong ability to identify, analyze and solve problems. He is consistent, dependable and professional in carrying out his responsibilities to a successful conclusion. His strongest point is his management ability. Max always demonstrated the qualities that make a manager forceful and effective. He has an even-handed management style that achieves high productivity while maintaining high morale because he builds a strong sense of teamwork and purpose.

Max is totally committed to achieving excellence. He frequently placed his client's interests ahead of his own to move the project through an extremely tight time schedule.

Max would be an asset to any organization.

I may be reached at the above phone number if you would like to discuss any aspects of this letter further.

Sincerely yours,