



August 28, 2017

NexGen Consultants
PO Box 541081
Cincinnati, OH 45254

Dear Sheryl,

Thank you for NexGen's involvement in our recent Salesforce.com/nCino project. CU Business Group is the premier provider of business services to credit unions nationwide and we decided to move to nCino to support our business processes and track our client data. Our "old" way of leveraging spreadsheets to track all of our clients, potential clients, and loan services was no longer manageable.

Because of the way we manage our business, we needed to have multiple relationships setup and via Record types, you were able to accomplish that for us. Now we have visibility within the Record types and Loan Objects to see whom we are working with on each transaction.

Servicing participation loans was another area where we looked to you for guidance. Your design to leverage a custom object for loan servicing and displaying loan balances and payment records on each loan has been tremendously helpful to our users.

Our initial phase of nCino and Salesforce.com was a huge success and we thank you for everything that you have done.

Thanks again,

A handwritten signature in black ink that reads "Rachel Snyder".

Rachel Snyder
SVP – Chief Operating Officer