

Matt Mountain
NexGen Consultants
665 Balbriggan Court
Cincinnati, OH 45255

March 17, 2014

Dear Matt,

I am writing to commend Shannon Brown for the work she did on our behalf last fall. Shannon designed, configured, and implemented a custom environment that enables Mutual Trust to manage the relationships with our distribution partners. She was committed to providing a quality product and paid close attention to the details of the project. Our implementation project included the following:

- Increasing the transparency and decentralization of our sales process and agent data
- Utilizing tools within Salesforce to help manage the relationship with distribution partners/independent agents
- Building an Agent Hierarchy to track the hierarchical reporting relationship of agents (MGA, GA, Agent, etc.)
- Setting up a nightly automated data integration of our agency management system to feed Agency and Agent Producer Data into Salesforce
- Integrating Salesforce.com with the Agent Portal so that information about each time a user logged in along with who logged in is tracked in Salesforce
- Implementing the Marketing Campaign functionality allowing us to track the success of our Seminars/Meetings, Trade Advertising and Direct Mail
- Incorporating Territory Management by utilizing automated Workflow to track the Sales Rep's Servicing Region

We were very impressed with the commitment and outstanding quality of the services provided by everyone on the NexGen team. Again, thank you for a job well done. I would not hesitate to recommend you to other companies looking to implement Salesforce.com.

Sincerely,



Mark Bermes
Director, Marketing Services
Mutual Trust Financial Group
1200 Jorie Blvd
Oak Brook, IL 60523