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Tim Bonnell Jr.
Vice President
PIM Aviation Insurance
PO Box 12750
Wichita, KS 67277
February 14, 2013

Donald Hampton
Senior Account Executive
NexGen Consultants
Cincinnati OH 45255

Dear Donald:

I would like to commend NexGen for a job well done with our recent Salesforce.com implementation. Shannon Brown worked with us and provided excellent solutions to our unique situation. Shannon worked with 3 separate Aviation Insurance Firms and created a CRM Solution that is custom to our industry. We all worked together to design, configure, customize and implement a custom environment that is unique to aviation insurance.

Specifically, Shannon completed the following:

- Designed and configured Salesforce.com to function as an agency management system
- Created over 25 custom objects to support a business process that handles serving of Policies, the sales cycle of Producers, and integration with Quickbooks
- Implemented workflow rules to automate the business process for Policy Renewals and managing Service Requests

Everyone from NexGen has been professional and easy to work with. We are currently using our system and have been very happy. Thank you again for all of your hard work. We would recommend NexGen to others in our industry as a Salesforce.com partner.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tim Bonnell Jr.', with a stylized flourish at the end.

Tim Bonnell Jr.
Vice President