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3 June 2010

Tim Kathurima  
Botswana BW  
Maun  
BOTSWANA

Dear Tim

I would like to thank you and to commend you on your excellent service.

We live on a continent where poverty remains a crisis. I blame a large portion on inefficiency. I therefore believe that you and your staff could play a much bigger role than what you anticipate for yourselves. You set an example of efficiency which is well above European standards, and on par with Korea and Japan. The rest of us can most certainly learn from you!

I am a lifelong and very loyal member of FNB. However, one needs to work with people who are as efficient as you and your team. Keotshepile and her team helped us considerably and I will most definitely recommend other companies to make use of their services.

I will be staying in contact and thank you once again.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Andries Erwee'.

ANDRIES ERWEE