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February 25, 2009,

To whom it concerns,

I am writing this letter to reference Tim Gaia (Senior Account Manager) and MEDI as a solutions and service provider for State Employees Credit Union of Maryland. The relationship between MEDI and SECU has been exceptional over the past 20+ years and we are glad to receive the professional level of support that MEDI delivers.

Tim Gaia as our account manager for the entire period has been a huge advantage to our records and information management requirements. From our branch services to our corporate records department Tim has always been by our side, delivering the best solutions, and takes the time to make sure that we always using the latest in technology. Tim makes sure that he remains current on records retention schedules and what to standards are for just about and business today including credit unions. Whenever we have a question, issue, or upgrade consideration Tim Gaia is a great go to person.

The level of service that we receive from the MEDI support staff is second to none. We use them in many high profile applications from our branch check scanners, to our records management applications at many different levels. MEDI has made it a point to have specialized technical support that remains current on the products and services they support, and when a call is made for any reason we get the support and answers that we need in a fast and professional manner.

There are not many organizations that can say that they have worked with a vendor for so long, and still get the same level of service today that we did many years ago, and they still are committed to the best they can deliver at all times. I would recommend MEDI to anyone that wants to work with a first class Records/Information Management Solution Provider, that has the true know how of the business they are in. Great job MEDI !!!

Please feel free to call me at anytime if I can be of any help to reference MEDI 410-487-7354 or paul.malone@secumd.com

Sincerely,

A handwritten signature in black ink that reads 'Paul Malone' in a cursive script.

Paul Malone
Records Manager