



PROVIDENT STATE BANK

Mr. Greg Schratwieser
President, CEO
ICI Consulting
6933 Hector Road
McLean, VA 22101

Dear Greg:

Thank you very much for the service that you and your consultants provided us during the Core Processing Vendor Evaluation, Back Office Assessment and Core In-House vs. Outsourcing Business Case.

As a community bank that utilizes the Fiserv ITI / Premier Core Processing solution, we wanted to assess what other core vendor options existed. Part of our decision to engage ICI Consulting was based upon your reputation for objectivity. Because ICI does not have financial relationships with any hardware, software or outsourcing vendors, it made our consulting decision much easier.

The successful evaluation result was achieved by making the investigation a competitive process. As we went through the RFP, presentation, site visit and negotiation process, ICI gave us the inside scoop on the vendor pros and cons. We are very pleased with our Core Processing decision.

We also retained ICI to execute a Back Office Assessment and Strategic Recommendations Report. ICI performed a thorough SWOT (Strengths, Weaknesses, Opportunities and Threats) exercise. ICI reviewed our core and ancillary contracts, identified our technology gaps, best practices, short term / immediate saving areas, where investments may be required and made personnel recommendations. The Core In-House vs. Outsourcing Business Case also clarified our expenses and what direction presented the best ROI scenario.

Additionally, ICI compared our operation to similar sized and larger banks. Your consultants reaffirmed the Strategic Recommendations with independent industry trends.

We highly recommend ICI's consulting services. We are grateful and pleased to write this reference letter.

Sincerely,

David Brock
President, CEO

Member FDIC

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