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that our employees are an indispensable source of ideas for improving our products and services. We are committed to following through on their proposals, and to encouraging new suggestions on an ongoing basis.

What governs much of our effort and planning is a sense of the history of our organization and an attempt to determine its future horizon. Our current products and services have evolved through a series of steps, mostly incremental, sometimes more dramatic. We are also undertaking a determined and constant effort to scan the horizon as far into the future as possible to determine what our clients will expect and require of us.

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A handwritten signature in blue ink, which appears to read "Michael J. Hutton". The signature is fluid and cursive.

Michael J. Hutton, Chief Executive Officer