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Greiner Bio-One North America, Inc. • 4238 Capital Drive • Monroe, NC 28110

September 9, 2010

To Whom It May Concern:

It is my privilege to take this opportunity to share my personal and professional recommendation related to the positive experience we have enjoyed in working with Randy Taylor and the staff at Senn Dunn Insurance. Our company had a very good relationship with our previous insurance broker from a service standpoint and I was somewhat hesitant to explore other options. However, after moving out of that "comfort zone" and taking the opportunity to meet with Randy Taylor at the recommendation of Michael Teden from Whitehall Advisory Group; I was very impressed. Randy took the time to learn about our company and its philosophy related to our team members and then presented us with a plan to capitalize on those ideas. This involved a commitment to service by Senn Dunn that appeared to exceed what we were accustomed to, while enjoying a tangible financial savings with a fee based program as opposed to commission based.

Randy introduced the core team from Senn Dunn that would be working with our account. This included Angela Brooks, Sharon Bacon and Bobbie Victory. I was impressed at our initial meeting, but I can honestly say now that I have never worked with a more professional and focused group of individuals in any area of my career. The communication and service provided by this team raises the bar of customer service to a level that would be envied by all. In addition, this is all accomplished with a genuine attitude of concern for the client as a personal contact, not just a potential source of income. Sharon Bacon has gone above and beyond the call of duty in providing support to our benefits administrator during a time of some internal personnel changes. Angela Brooks had provided constant communication of claims status and was a tremendous asset during open enrollment. Bobbie Victory has been working with our benefits administrator to coordinate an employee health fair and possibly look into other educational options for our team members.

These are just a few illustrations of the numerous events that have shaped our relationship with Senn Dunn into one of the most positive business decisions I have been involved with during my career with Greiner. Senn Dunn uses the motto of "We'll Handle It" and I am witness to the fact that it is a most fitting statement. We owe Michael Teden a debt of gratitude for introducing us to Senn Dunn and I would not hesitate to recommend their service to anyone.

Best regards,



Eric J. McInnis
V.P. Finance/Secretary
Greiner Bio-One North America, Inc.