

# THE BANK OF NEW YORK

NEW YORK'S FIRST BANK - FOUNDED 1784 BY ALEXANDER HAMILTON

100 CHURCH ST., NEW YORK, NEW YORK 10286

April 1, 2003

Mr. James Major  
Director of Project Management  
EI Associates  
8 Ridgedale Avenue  
Cedar Knolls, NJ 07927

Dear Jim:

As we are drawing to an end of the Bank of New York's Retail Automation Project I wanted to take this time to personally thank you and Frank for the incredible job you both did working with Pat Anello in driving the wiring portion of this project. Frank and your expertise in unraveling the complicated issues we had with the initial contractor scope of work, interfacing with NCR and with the internal BNY telecom was and is invaluable. In addition, the management of the contractors themselves was a massive undertaking that would have sunk anyone else.


The two of you not only kept the project on schedule you were always willing to assist and offer insight in any way you could when we had telecomm issues, and other issues that were not in the initial scope of work..

Working with the two of you made me feel like we had been working together for years. I know that at anytime I could contact one of you and the problem would be solved or a solution offered. There were times that the project became overwhelming and knowing that you, Frank and Pat were along side of me helped me to see a clear picture and solve the problem and move forward.

This project was not without its problems but it is turning out to be a great success. You and Frank should congratulate yourselves on a job well done.

I hope we have a chance to work together again.

Very sincerely yours,



Suzann Emmens, AVP  
Project Manager

Cc: Patrick Anello, BNY  
✓ Frank Mignella, EI Associates