



*TEXAS*  
*PROPERTY and CASUALTY*  
*INSURANCE GUARANTY ASSOCIATION*

*Virda M. Rhem, SPHR*  
*Director of Human Resources*

August 26, 2008

Kevin Sweeney  
100 Clear Lake Court  
Southlake, TX 76092

Dear Kevin:

The staff of Texas Property and Casualty Insurance Guaranty Association would like to thank you for participating Quality Week 2008. Your presentation, "Pressure Cooker Confidence" was greatly enjoyed by the attendees. In addition to being entertaining, your presentation style was right on target and the content was easy to follow. Most importantly, you reinforced the connection between organizational excellence and teamwork, a message that was at the core of our program.

Quality Week 2008 was a new endeavor for TPCIGA and your participation contributed to the overall success of the event. Again, thank you for your contribution.

Sincerely,

A handwritten signature in cursive script that reads "Virda M. Rhem".

Virda M. Rhem, SPHR  
Director of Human Resources

Enclosures