



September 9, 2010

Dean Anderson  
31 Sunnyvale Court  
Lower Sackville, NS  
B4E 2T2

Dear Dean:

Congratulations! You have earned a **Keane Pin** for your fine work on the Tufts Health Plan engagement.

MaryAnn Piazza, Research Analyst, Tufts Health Plan was so pleased with your work that she wrote:

*"Dean and Chris, you guys are awesome and are right up there with Glen in my book. I thank you soooo much for getting these files completed. Dean you pushed back your vacation to make sure that I had all the files to review upon my return from my vacation. Your quality of work, professionalism and commitment to this project is exemplary. If I knew who your manager was I would write him directly to let him know how I value your work."*

*"Anytime I am in a bind and need assistance with matters like this one, I sure hope that I get the pleasure to work with Dean, Chris and Glen again. Thanks again for being there!!!"*

Thank you for your outstanding commitment to client success and customer service.

Sincerely,

A handwritten signature in blue ink that reads "Greg Foran".

Greg Foran  
Senior Program Manager