

Reality Based Group
PO Box 10027
Austin, TX 78766

November 19, 2012

Dear Heath and Reality Based Team,

I just wanted to thank you for your assistance in getting Washington Trust Bank set up with our Location Template, New Accounts Inquiry shops and Scorecard Reviews. We have enjoyed doing business with your institution since July of this year and are very pleased with the results we are seeing as a direct result of your products. We have found your service to be responsive, attentive to our specific needs and requests and very personalized.

We appreciate your collaboration and partnership and look forward to continuing our working relationship. I feel confident that you would provide this level of service to other clients and am pleased to provide you with a reference, if needed.

I look forward to talking with you soon.

Sincerely,



Cathie Winegar
Retail Division Operations Manager
Washington Trust Bank
PO Box 2127
Spokane, WA 99210
509.353.4880
cwinegar@watrust.com