

June 25, 2009

Larry Seiler
The SpyGlass Group, Inc.
2001 Crocker Road - #200
Westlake, OH 44145

Larry –

The folks here at Directions Credit Union would like to commend and thank SpyGlass for the great job in helping us get our arms around the telecommunications service billing. Our organization has grown through a series of mergers over the last couple years, and you helped us quickly understand our problems and streamline all the carrier relationships.

I must admit that I was a bit surprised with the amount of savings you uncovered. The analysis identified a number of unused data circuits and lines going to branches as well as some third-party cramming charges. These things are very difficult to identify by looking at the bills so we recognize your unique and valuable expertise to dissect all the confusing detail and present it in a logical fashion. We felt the process was extremely smooth and appreciate the level of professionalism your firm displayed throughout our engagement.

There is no question that we feel more equipped now to understand and handle these costs as a result of working with SpyGlass. In uncertain times like now for financial institutions and business in general, everyone needs to save money. Knowing that experts are on the job, companies should feel good about working with you and we wish you the best of luck.

Thanks again for the great work!

Best,



Brenda O'Connell
VP Facilities Management & Information Systems