



3 March 2005

To whom it may concern

The implementation of the workflow and imaging project for AXA in 2003 was a strategic initiative to support operation efficiency. The process of selecting the business partner to work with as part of the project governance involved shortlisting vendors that will be endorsed by the AXA Group. Key considerations also include the reliability of the product, the knowledge of the business partner and analyst in the insurance domain and experience in implementing document imaging, content management & workflow solutions.

RSTN and IBM were selected for this purpose as the partnership demonstrated in-depth understanding of the operations of the insurance industry, the competency of the implementation team and the product competency. This was an extremely complex project requiring a vendor with a command of several IBM technologies, including IBM's Content Manager, OnDemand, InfoPrint Server/Designer, Advanced Workflow, and Lotus Notes. Utilizing all of these IBM technologies, in conjunction with several sophisticated, custom developed insurance applications, RSTN was able to deliver a complete and integrated solution.

As our project unfolded, RSTN's experience and knowledge proved to be very relevant in the successful implementation of the system. The consultants at RSTN, together with their implementation team, were able to share with us ways in which they handled complex business processing scenarios in their other insurance implementations.

While we encountered several decision points during the project, RSTN was able to work with us to see the project through to implementation.

We certainly look forward to have RSTN's support in further enhancement and development as the business progresses.

Sincerely,

A handwritten signature in black ink, appearing to be "Shirley Lee", written over a horizontal line.

Shirley Lee
Head, Adviser and Customer Service

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