



**REDSTONE FEDERAL CREDIT UNION**  
220 Wynn Drive  
Huntsville, Alabama 35893

February 12, 2009

To Whom It May Concern:

I recently had the pleasure of attending a two day Monarch class delivered by Mr. Gross at our facility. There was a wide range of individuals participating from several different departments. The hands on class covered beginner through advanced topics of data extraction and analysis using Monarch.

Mr. Gross presented the material clearly and completely while keeping the pace lively and the participants engaged. He answered all questions thoroughly and gave additional examples of the application when necessary. Mr. Gross kept all the participants on their toes and challenged them throughout the training session.

Several participants had specific questions pertaining to their applications that Mr. Gross was able to address and solve during our session. This was not the first time Mr. Gross has taught at our company so he was familiar with some of our issues. We will be using Monarch for its reporting capabilities as well as data extraction and Mr. Gross made certain to present the techniques we will be utilizing in the near future.

**I am very pleased with our investment in Mr. Gross' Monarch training services.** I believe this will have a direct and measurable effect on how our staff does their jobs. I strongly recommend Mr. Gross for your Monarch training and consulting needs and would not hesitate to bring him back to our company for additional training services.

Shanna Arnold  
AVP / Assistant Controller