

## MERCHANTS & FARMERS BANK

RONALD W. TEW  
President & Chief Executive Officer

February 9, 1984

TO WHOM IT MAY CONCERN:

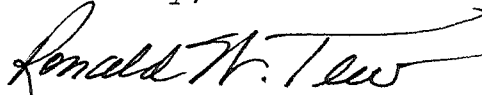
It is my pleasure to recommend for your consideration the services of Profit Motivators International. PMI was employed as a consultant by Merchants and Farmers Bank during the last half of 1983. The scope of their work included an in-depth analysis of all bank operations and staffing needs.

As a result of procedural changes and proper scheduling, Merchants and Farmers Bank realized significant savings in staff costs. Additionally, PMI's analyses of various fees revealed some deficiencies; the correction of which has resulted in increased fee income.

Part of the consultant service was several coaching sessions conducted by PMI in the form of supervisory management workshops. I personally elected to participate in the workshops and found each to be extremely worthwhile.

I would be delighted to discuss any aspect of PMI's work with you should you so desire.

Sincerely,



Ronald W. Tew

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