



September 22, 2016

Mr. Juan Pablo  
Customer Index Value CIV, Ltda  
Carrera 11 B #96-03 Of. 401  
Bogota, Colombia

Dear Juan Pablo,

Myself and the entire team here at ACSI would like to offer our congratulations and deepest thanks for 10 years of partnership between CIV and ACSI. It's been wonderful working with you and your entire team, and your commitment to the ACSI brand and efforts to spread that brand throughout Colombia and South America have always been most appreciated. As our longest-tenured partner in Latin America, you continue to anchor our efforts to expand the ACSI brand throughout both that region and the world.

While we regretfully could not be with you for the event, know that I, along with Forrest and Professor Fornell, wish you the very best, and look forward to many more years of fruitful partnership.

Best Regards,

A handwritten signature in black ink, appearing to read "David VanAmburg", with a long, sweeping flourish extending to the right.

David VanAmburg