



24 November 2008

Letter of Reference – Procentrica

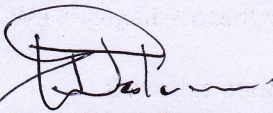
To Whom It May Concern

We engaged Procentrica for Professional Services starting in February 2007 to the present.

Over this period we have relied on them to provide expertise in the analysis, design, configuration, implementation and support of the Tibco IProcess suite of products. Their in-depth BPM knowledge and technical skills ensured that all the projects they were involved with, have been successful and have added great value to our business. They have assisted in providing innovation to the projects primarily through the use of their front-end tool, but have consistently played a key role in the architecture and design of the solutions we have implemented. Long hours and overtime are a standard in most projects and Procentrica have always been dedicated and committed to ensure that projects were delivered according to schedule. During their stay with us, their open and engaging demeanor ensured that they became part of our team.

We will not hesitate to call on Procentrica for services in the future.

Yours Faithfully,



Jarret West-Evans
Chief Information Officer

An Authorised Financial Services Provider
Reg. No. 1929/001225/06
NCA Reg. No. NCRCP20

3 Merchant Place 1 Fredman Drive Sandton Gauteng PO Box 785611 Sandton 2146 South Africa Tel: +27 11 303-5000 Fax: +27 11 301-4350/1
Brooklyn Corner Cnr Veale & Middel Street Brooklyn Pretoria PO Box 2825 Brooklyn Square 0075 South Africa Tel: +27 12 482-6000 Fax: +27 12 482-6040
La Lucia Office Park Park 4 10-12 Cranbrook Crescent La Lucia Ridge PO Box 1246 Umhlanga Rocks 4320 South Africa Tel: +27 31 560-7800 Fax: +27 31 560-7818
South Gate Office Park Ground Floor Carl Cronje Ave Tyger Valley Waterfront PO Box 4919 Tyger Valley 7530 South Africa Tel: +27 21 918-4000 Fax: +27 21 918-4040
The Pavilion 155 Campground Road Newlands PO Box 23841 Claremont 7735 South Africa Tel: +27 21 670-3800 Fax: +27 21 670-3877
Client Service: 0860 67 4446

Directors: GT Ferreira (Chairman) SE Nxasana (CEO) VW Bartlett JP Burger LL Dippenaar DM Falck PM Goss WR Jardine EG Matenge-Sebesho RK Store BJ van der Ross RA Williams
Company Secretary: BW Unser