

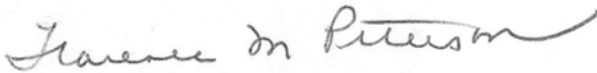
New York, N.Y. 10024
U.S.A.
September 25, 2009

To Whom It May Concern:

During my years working for the American Arbitration Association as a Senior Vice President and later as General Counsel, I worked closely and directly with Eleni Lappa. Eleni started as a case manager at the International Center for Dispute Resolution and was promoted after a few months to a supervisory position based on her hard work, cooperative team spirit and efficiency. She was responsible for a department of approximately 20 people who collectively handled hundreds of significant international arbitrations.

Eleni worked for the Association for six years demonstrating professionalism, reliability and personal integrity. She had wonderful relationships with clients and colleagues and left to return to Greece for personal reasons leaving behind only the best memories of her work and her personality.

Yours truly,

A handwritten signature in cursive script, reading "Florence M. Peterson". The signature is fluid and elegant, with a long, sweeping underline.

Florence M. Peterson
Former General Counsel, American Arbitration Association