



Dow Chemical
Employees' Credit Union

May 30, 2006

John M. Floyd & Associates
125 N. Burnet
Baytown, TX 77520

To Whom It May Concern:

John M. Floyd & Associates engaged in work for our credit union from October 2004 to December 2005. During this time JMFA implemented our Overdraft Privilege program and installed collections management software. These changes resulted in increases in our overall non-sufficient funds (NSF) income and reductions in refunds and charge-offs.

We found John M. Floyd & Associates' analysis and recommendations to be informative and professional. JMFA provided us with detailed materials analyzing our existing NSF and overdraft volumes and officer waivers. Using their materials, and working with our Engagement Manager, Jean Rube, we were able to successfully install their recommendations and make a difference to income in a time of declining interest margins.

John M. Floyd & Associates met our expectations to accomplish the task for which we contracted.

Sincerely,

A handwritten signature in black ink that reads "Christopher Estes".

Christopher Estes
Vice President, Operations

CE/mb