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August 30, 2017

John H. Jarrett, PE
President, Jarrett Construction Services
P.O. Box 5250
Charleston, WV 25361

Dear John:

Now that we've occupied our new corporate headquarters for the past six months, I'd like to take a moment to reflect on our working relationship with your firm as our Managing Contractor for the project. We (that is, the Board of Directors, management, and staff) are all **thrilled** with our new corporate headquarters!

Right from the initial planning stages, we emphasized a desire for a "signature" building both for our credit union brand and for the City of Charleston. We believe we've accomplished that with your guidance along every step in the project. The building is an absolutely gorgeous showpiece on the Kanawha Boulevard in the daytime, and arguably even more stunningly beautiful during the evening hours with the accent lighting! We have received many compliments from our members and folks around town on how spectacular it is.

Allow me to commend two of your staff members in particular who served as our primary points of contact for the project. Doug Button was easy to talk to and always seemed to have the jobsite under control. From what I could tell, he had a wonderful relationship with each subcontractor on the job. Bill Long kept us informed each step of the way and when move-in day came, it went off without a hitch.

Your team did an outstanding job getting us in here on time and under budget. It was a joy to work with you. Please do not hesitate to use me as a reference for future projects. I will be more than happy to share our experience with Jarrett Construction.

And, I look forward to working with your team on potential future projects for Pioneer.

Sincerely,

A handwritten signature in blue ink that reads "Dan". The signature is fluid and cursive, with a large, looping initial 'D'.

Dan McGowan
President & CEO