

4 January 1983

Mr. Thomas G. Labrecque
President and Chief Operating Officer
Chase Manhattan Bank
1 Chase Manhattan Plaza
New York, New York 10018

Dear Mr. Labrecque,

In 1977 I transferred my banking from Chemical Bank UW Branch to Chase Manhattan at the 302 West 12 Street branch. I dealt with various bank officers at the branch, none of whom seemed to have long continuity and who handled my business in rather a perfunctory manner.

In 1980 I made the acquaintance of a new officer, Mrs. Marcella Knox. Mrs. Knox responded to my banking needs with real and personal interest, exemplary efficiency and speed, and unfailing tact. It is primarily due to my confidence in Mrs. Knox that I invested considerable sums in Chase Manhattan. Indeed, while I have substantial monies on deposit with other banks, my satisfaction with the service I receive from Mrs. Knox is such that I am considering a gradual transfer of these monies to your bank.

I thought that you should know that in my opinion you have in Mrs. Knox an outstanding and admirable representative.

Yours sincerely,

Mrs. Sylvia Keagher
302 West 12 Street
New York, N.Y. 10014

cc: Mr. Peter S. Abramczyk,
Vice-President