



Citizens Bank of Pennsylvania  
525 William Penn Place  
Suite 1720  
Pittsburgh, PA 15219  
(412) 867-2102

February 25, 2008

**Patricia J. Donovan**  
*Vice President*

To Whom It May Concern:

**RE: Shamrock Sign Company**

Shamrock has manufactured and installed the Citizens Bank high-rise signage on the 42<sup>nd</sup> floor of 525 William Penn Place. Since the installation of the two units, Shamrock has also been responsible for the maintenance of the signage, checking periodically for issues and performing a complete illuminated tube change out.

The initial manufacturing and installation was performed in an efficient, safe manner with adequate dialog being conducted with the owner.

Should you wish to discuss further, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Patricia J. Donovan". The signature is written in a cursive style.

Patricia J. Donovan, RPA  
Real Estate Management