المديكة التياثين المراسر فعرابيت

医医左非保险 有籍公司

Operations Department Level 10, Menars AIA 29 Julian Ampoing 50450 Waste Lumpur P. O. Box 10140 Tel No : 03-2056 1086 Fax No : 03-2056 1092

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February 6, 2003

## To Whom It May Concern:

I am pleased to be a reference for RSTN Consulting (RSTN).

After a lengthy selection process, and several rounds of evaluation, AIA Malaysia had appointed RSTN Consulting to design, develop and implement a fully-integrated Imaging & Workflow (I&W) infrastructure for claims and new business processing at 23 branches nationwide.

The engagement of RSTN on AlA Malaysia's I&W project is expected to complete in year 2003. Accordingly, the I&W project will effectively transform AlA Malaysia's paperbased operations to a paperless, highly automated, processing environment.

True to their promise, and in order to provide the highest level of support for this project, RSTN had faithfully set-up a local operation in Malaysia, hired and trained local engineers, and stationed their senior consultants fulltime in Malaysia. The project has since been an enormous success. RSTN has proven themselves to be highly capable and I must compliment them on their knowledge of insurance operations, their applications development and implementation capabilities, and their technical command of imaging & workflow technologies. Their success in undertaking the AIA Malaysia's project has since led to their engagement by other AIG companies around the region.

We are very pleased indeed to have them as our long-term partner and look forward to our continued relationship.

I hereby wish RSTN all the best in all their business endeavors.

Yours sincerely.

Mark O'Dell Senior Vice-President / General Manager

AIA Malaysia

(AID)



## American International Assurance Company Limited 181 Surawongse Road Bangkok 10500 Theiland

Tel: 66 2 634 8888 Fax: 66 2 236 6452

January 27, 2005

To whom it may concern,

RSTN Consulting Group has worked with AIA-Thailand with cooperative applications development approach for re-development our existing Image-retrieval system and Workflow for claims system from Optika-eMedia into the platform based on eiStream's software and Java technology.

We have selected RSTN Consulting Group as they have experienced in eiStream implementation and extensive experience working with our AIA companies in Asia e.g. Malaysia, Taiwan, Philippines, Hong Kong, India and Singapore,

In our co-development working with RSTN, they have delivered us the systems with good quality and within schedule. RSTN has proven themselves for intensive intention to finish their task on time.

We look forward to working with RSTN again and wishes RSTN the very best in all their future endeavours.

Sincerely.

Bussara Sarikabhuti

Vice President-MIS American International Assurance Co, Ltd.