



June 19, 2014

Steve Traut
SUPERIOR PRESS
9440 Norwalk Blvd
Santa Fe Springs, CA
90670-2928

Dear Steve:

I'm writing to share my experience with Superior Press and the support of the Union Bank's recent conversion. We are so pleased with the business relationship we have with Superior Press and the continued, exceptional service of our commercial clients. The performance during this conversion project solidified Union Bank's trust in the company and their employees.

Superior Press went above and beyond to guarantee Union Bank's commercial clients received the personal attention necessary to accommodate their unique requirements. We were extremely pleased with the outreach to each of the management companies & self-managed HOAs we were converting. Our new clients were very pleased and some even stated their experience with Superior Press was the best customer service they'd ever received. Finally, and perhaps most important, the project came in under budget and all orders were delivered on time.

Union Bank made a good decision to reach out to Superior Press to handle this project, and we look forward to working with your team on our next conversion. The entire team at Superior Press, including senior management, was engaged, available, responsive and innovative.

Thank you for continuing to be such a great business partner!

Best Regards,

A handwritten signature in blue ink that reads 'Hope Mitchem'.

Hope Mitchem
Senior Vice President