



Maryland Motor
Vehicle Administration
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Glen Burnie, Maryland 21061

1-800-950-1MVA (1682)
CUSTOMER SERVICE CENTER

1-800-492-4575
TTY

www.marylandmva.com
WEB SITE

December 24, 2008

Mr. Jack Cheng
President
MS Technologies
10110 Molecular Drive, Suite 305
Rockville, MD 20850

Dear Jack,

Over the course of the past decade, MS Technologies has played an instrumental role in helping to develop various information technology solutions, which has assisted the Maryland Motor Vehicle Administration in meeting our customer service goals.

From our first Automated Interactive Voice Responses (IVR) systems that were implemented in the late 1990's to the first Automated Compulsory Insurance compliance System (ACIS) in the nation to our Disabled Placard System (DPS) and the various innovative solutions that are being implemented today such as our Central Scheduling System and Accounts Receivable System, MS Technologies has been a crucial partner in helping us meet our mission objectives.

It has been my sincere pleasure to work with MS Technologies over the years and I also want to take this opportunity to wish you and your staff a safe and happy holiday season. We look forward to working with you in 2009 and the years ahead.

Sincerely,

A handwritten signature in black ink, appearing to read 'John T. Kuo', is written over a light blue circular background.

John T. Kuo
Administrator