



**Maryland Motor  
Vehicle Administration**  
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Glen Burnie, Maryland 21062

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CUSTOMER SERVICE CENTER

1-800-492-4575  
TTY

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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 horizontal line.

John T. Kuo  
Administrator