

BlueCross BlueShield BluePlus of Minnesota



July 7, 2003

To Whom It May Concern:

I am writing a Letter of Recommendation for Precision Language Services. I have been working with Precision Language and Patricia May for close to four years now and I believe that they are fully capable of any job you can give them. Precision Language works with you and your company to ensure that the final product is satisfactory for both your business objectives and ultimately the audience that you're trying to reach.

P.O. Box 64560

St. Paul, MN

55164-0560

651.662.8000

1.800.382.2000

www.bluecrossmn.com

I have had countless projects for Precision Language that has required multiple versions in different languages as well as tight turnaround times. In all situations, I'm happy to report that Precision really stepped up to the plate to help out and provide us with what we needed. In some cases, going above and beyond the call of a translation vendor.

In one example, we had over 10 documents translated into Spanish, all with very tight completion dates because of a new initiative we were putting together. When the project was completed, on time, it was realized that no one here at Blue Cross had saved the English files to keep track of any text changes that might need to occur over the course of the next year. Upon contacting Patricia May at Precision Language Services, she searched her files and came back to me very quickly with a disc of all my English files on it. I don't know how many vendors would have done that with such ease.

The customer service at Precision is what keeps me coming back every time. I enjoy working with them because they keep me informed of projects that they're working on and because they're very personable. I hope that you'll give them a chance as well to see just how great they are to work with on translating projects.

If you'd like to discuss this further, I'd be happy to answer any questions. My phone number is **651.662.2587** or you can reach me by email at **kerri_1_lesch@bluecrossmn.com**.

Kerri Lesch
Blue Cross and Blue Shield of Minnesota