



1801 MARKET STREET, SUITE 300 • PHILADELPHIA, PA 19103 • 215-446-4000 • FAX 215-446-4101 • www.rmahq.org

W. Kendall Chalk
Interim President and CEO

215-446-4001 – Fax 215-446-4008
e-mail: kchalk@rmahq.org

December 3, 2009

Mr. Troy Evans
Evans Group
3104 E Camelback Rd, Ste 436
Phoenix, AZ 85016

Dear Troy,

On behalf of the Board and staff of RMA, I want to thank you for taking the time to speak at the RMA Operational Risk Forum at Annual Risk Management Conference in Lake Buena Vista, Florida. The forum was a very successful event and a beneficial learning experience for our participants.

We were pleased with the level of engagement by the attendees, which were a clear testament to the depth of knowledge, experience, and talent of our speakers. We are grateful that you spoke at the conference and recognize the investment of time that you made in preparing your presentation.

Troy, we appreciate your taking time out of your busy schedule to participate. Your contribution, in no small way, helped to make the forum a true success. We hope you enjoyed the forum.

We look forward to seeing you at one of our events in the near future!

Best Regards,

W. Kendall Chalk
Interim President & CEO

WKC/des

cc: K. Vitale
D. Shields