

PLAINTIFF'S EXHIBIT NO. 20
CASE NO.: PJM-06-2451
IDENTIFICATION: OCT 30 2009
ADMITTED: OCT 30 2009

Fuller, Dawn

From: Slatinsky, Nancy
Sent: Tuesday, January 11, 2005 5:28 PM
To: Meredith, Brenda H
Cc: Slatinsky, Nancy; Fuller, Dawn
Subject: FW: Commendation of Torina Collis

Brenda,

This is from Darryl J. Wilson

4-7091

It is sure a pleasure to receive a compliment letter every once in a while.

Thanks,

Nancy Slatinsky

-----Original Message-----

From: dwilson@verizonni.com [mailto:dwilson@verizongni.com]
Sent: Tuesday, January 11, 2005 4:50 PM
To: Slatinsky, Nancy
Subject: Commendation of Torina Collis

Kenneth Lewis
CEO & President
Bank of America

Dear Mr. Lewis,

I am writing this note to commend the excellent work and customer focus of one of your employees, Torina Collis.

I recently requested a reorder of my personal checks by entering one of your branches and giving my reorder form to one of its staff members. The person indicated that my form would be submitted and thanked me for doing business with Bank of America; however, my checks never arrived.

I visited your Beltsville, MD location and spoke to Ms Collis. I requested that I receive temporary checks since my permanent batch had not arrived. To my dismay, Torina explained to me that she could not issue temporary checks. After telling her that I needed to write checks to pay numerous bills she suggested that I supply her with the amounts of the checks that I needed so that she could give me cashiers checks. She presented another option of paying me bills on-line as well. Neither of these options appealed to me. Undaunted, she continued to explore options. While doing so, she also wanted to verify the status of my reorder. She asked that I wait just a moment while she checked. She made a call, explained the situation to someone and initiated the delivery of my checks to the Beltsville branch.

This afforded me the convenience of picking them up while I was at work versus taking a day off just to sign for the delivery of my checks. I was

also extremely pleased to find out that I wouldn't need temporary checks; rather I could use my permanent checks because she took the initiative to expedite the delivery to two days. But she did not stop there. After analyzing my account she explained that I could benefit dramatically from being a member of the advantage program and enrolled me on the spot. Because I'm a Manager in the service industry I am sometimes very critical of the effort provided by customer service personnel. But I must tell you that I left the branch extremely impressed with Ms. Collis.

To my surprise she called the very next day to tell me that the checks had arrived in her office. This certainly far exceeded my expectations. I am truly grateful for the patience and efforts of Ms Collis. She is an exemplary employee who exudes confidence and creativity. I wish all my experiences with service personnel were similar to the one with her. Please share with her my appreciation and gratitude. I would also like for this letter to be placed in her personnel file.

Thank You,
Darryl Wilson

Bank of America



Kenneth D. Lewis
Chief Executive Officer

Bank of America Corporation
NC1-007-58-01
100 North Tryon Street
Charlotte, NC 28255

January 12, 2005

Mr. Darryl J. Wilson

[REDACTED] 774-7091

Dear Mr. Wilson:

Thank you so much for your recent e-mail. I sincerely appreciate your kind comments about Torina Collis, and I am delighted to know that you share our high opinion of her. It is always nice to receive correspondence about our associates who go that extra mile. We wish to take this opportunity to tell you that we value highly our relationship with you and assure you that we will work hard to merit the confidence you have placed in us.

Again, thank you for your thoughtfulness in writing.

Best regards.

Sincerely,

A handwritten signature in black ink that reads "Kenneth D. Lewis".

Kenneth D. Lewis

cc: ✓ Torina Collis

I was delighted to receive the attached e-mail and wish to add my thanks for a job well done.

A handwritten signature in black ink, appearing to be initials or a stylized name.

