



Comptroller of the Currency
Administrator of National Banks

April 3, 2006

Ms. Rhonda Shearer
62 Greene Street
3rd Floor
New York NY 10012

Re: Case# 628300
Represents: ██████████
STERLING NATIONAL BANK

Dear Ms. Shearer :

This letter acknowledges a case has been opened in the Customer Assistance Group of the Office of the Comptroller of the Currency (OCC) on behalf of your client. Please make note of the case number listed above. You should reference this case number when inquiring about the case by phone or include this number on any correspondence you may provide to this office. We will review the information you have provided, contact the bank if necessary for additional information and inform you of our decision.

While complaint processing times vary, the average complaint is usually completed within 60 days. If you have questions, please contact this office at the number below.

Sincerely,

Customer Assistance Group

Customer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, Texas 77010
Phone: (800) 613-6743, FAX: (713) 336-4301