

September 21, 2009

Susan Johnston, Assistant VP, Relationship Manager with US Bank will be retiring from US bank effective September 30, 2009.

Susan has worked diligently over the last 10 years to ensure that our CAL-Card agencies received the highest level of customer service.

Susan will surely be missed both by DGS and our agencies. Her hard work and strong work ethic has ensured that our agencies received the time and attention they needed to have successful programs. Because of her we were able to make the difficult transition to our most current contract with minimal interruption. Susan has always worked proactively to make sure agencies have the tools and information necessary for their programs. We appreciate Susan's dedication to our program and thank her for making our CAL-Card program so successful.

Please join me in wishing her well as she enters into a new phase of her life.

Susan's replacement will be Courtney Hoppe, currently working as an Account Coordinator for US Bank. Many of you may already know Courtney; she will be a welcome addition to our California team as the new Relationship Manager for our CAL-Card program. Courtney is very familiar with our program and will be able to assist our agencies with any program questions.

Courtney's replacement will be decided in the near future. In the interim, Courtney will assume Susan's duties and continue her Account Coordinator duties as well. Courtney's contact information is listed on our website, click on "Contact Information", US Bank Contact Information.

Sincerely,

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