



**Business Recovery Planning**

Norfolk Southern Corporation  
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September 28, 2009

Dear Mr. Cohen,

This brief note is to thank you and your wonderful staff at Cohen Services for the lunch and service which you provided us, Thursday, September 17<sup>th</sup>. The food and its presentation were superb! Everyone thoroughly enjoyed their meal. The staff at Cohen Services was professional and courteous and successfully fed up to 300 people despite the heavy down pour! I appreciate the service you provided Norfolk Southern Business Recovery division. It was a pleasure working with Cohen Services; I look forward to working with you on future events.

Sincerely,

A handwritten signature in cursive script that reads "Tramassa T. White".

Tramassa T. White