

Dear Judging Panelists,

I have had the distinct pleasure of working both with and directly for Karen Postma for more than eight years. Before coming to TMG, I worked with First Data where my very first conference call as a business professional was with Karen and her Fraud Prevention Team. After five years at First Data, Karen and I discussed Fraud Operations opportunities at TMG. Since then, I have reported directly to her for three years.

Karen is one of the rare individuals to exude a drive for high achievement as well as a strong compassion for both TMG employees and clients. She genuinely cares about the personal well-being of everyone she comes into contact with over the course of a business day. Karen has an enthusiasm that motivates and inspires her teams to operate at an extremely high level.

While I've been at TMG, Karen's true interest in providing opportunities for our TMG teammates to develop both professionally and personally has become apparent. I have seen Karen on multiple occasions encourage her managers to be supportive of our analysts and provide them with an environment in which it's okay to make mistakes as long as we learn from them.

As it relates to our clients, it is clear that Karen is one of the most solution-oriented individuals in the payments business. She has a knack for easily identifying mutually-beneficial outcomes to any issue and ensuring our clients receive the level of service they would ultimately give their members.

In short, I'll say that if Karen had been in the movie "Titanic," she would have found a way to make Jack and Rose still be a thing. In all seriousness, Karen is a model leader and citizen. I would be lucky to work with her for another 10 years.

Sincerely,

Robert Curran
Senior Manager, Fraud Operations and Asset Management
TMG
(515) 457-2003
robertc@themembersgroup.com