

## LETTER OF RECOMENDATION

To whom it may concern

Date: 09/04/2021

I am writing this letter as a recommendation for Sirma Solutions. From almost one year we have effective cooperation in the field of Artificial Intelligence (AI) and Natural Language Understanding (NLU) based solutions development. The recommended company is our exiting partner working with us on a project for digital customer service upgrade and expansion. The provided solution will support conversational interactions over multiple touchpoints, easy to use, providing intelligent and meaningful customer experience.

I feel confident in recommending Sirma Solutions team as a reliable and professional partner. Outstanding feature of their performance is high level of competence, flexibility and collaboration. During the process of the project development, starting from the very beginning of business and functional specifications initiation we had very close cooperation and received very strong support by Sirma project management and software development teams.

With this reference we express our satisfaction with the work of Sirma in the development of our software solutions.

If you have any further questions, do not hesitate to contact me.

A handwritten signature in blue ink, appearing to read 'Andrey Atanasov'.

**Andrey Atanasov**

Head of Portfolio Management & Client Relationship Department  
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