

**CIGNA**

Gateway View Plaza  
1600 West Carson Street, Suite 300  
Pittsburgh, PA 15219

May 27, 2010

Starwood Hotels and Resorts Worldwide, Inc.  
1111 Westchester Avenue  
White plains, NY 10604

Dear Mr. van Paasschen:

I am writing to tell you about the amazing staff that you have working at the Westin Westminster in Colorado. I was recently in Westminster for a conference with CIGNA Insurance and had the pleasure of working with Karen Prazak regarding the details for our meeting. From the minute we began working together via email she was there to assist with everything I needed...even the tiniest of details that I had forgotten!

Upon my arrival, our group had several last minute changes that needed to be made (food, A/V, transportation, etc.). The staff involved in assisting with these changes was so incredibly friendly and accommodating that it deserves recognition. There was never a time that I was made to feel that one of my requests was unreasonable or a problem. Changes that needed to be made were always accomplished with a smiling face. As an added bonus, a knowledgeable member of the staff was available at a moments notice to assist me with our meeting needs. The flexibility and determination of your staff to make sure that our conference went smoothly was unsurpassed.

Below are the names of employees at the Westin Westminster that excel in hospitality and customer service and made CIGNA's conference a success:

Eva Meany, Mark Samaripa, Tom La Rue, Starla Knipp, Bryan Phelan, Celia Fitzgibbons, Amanda Musso, Brenda Adams, Toni Starling and most certainly Karen Prazak.

I cannot say enough first-rate things about their dedication to making your hotel a success. These individuals are truly an asset to Starwood Hotels and Resorts Worldwide, Inc. and my hope is that they receive the recognition that is deserved. I look forward to visiting the Westin Westminster again in the future.

Sincerely,



Lori Erkel  
CIGNA Group Insurance

cc: Dani Stern