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February 6, 2012

To whom it may concern:

It is my distinct pleasure to serve as a reference for Elizabeth Shwiff regarding her dedicated service for us.

As the Director of the Bar Association of San Francisco's Alternative Dispute Resolution Services, I have personal knowledge of the experience Ms. Shwiff has gained through serving as a volunteer for one of our most important programs.

Serving since 2005 as an arbitrator and since 2008 as a mediator for our Attorney/Client Fee Disputes program, she quickly became one of our more valued and reliable volunteers. In this highly confidential program, she is teamed with two other arbitrators and we have only received the highest praise from her fellow arbitrators.

In addition, in 2003 Ms. Shwiff was approved to serve on our Mediation Services Panel, which is a private mediation service providing, pre-screened professional mediators to clients and attorneys throughout the Bay Area.

Elizabeth has been a valuable asset to BASF, and we are sincerely grateful for her time and participation with our programs.

Sincerely,

Connie Moore Dunning, Director
Alternative Dispute Resolution Services