



May 6, 2009

Michael Doyle, President
Impatica, Inc.
Suite 200-2430 Don Reid Dr.
Ottawa, Ontario, Canada
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Dear Michael,

On behalf of everyone at Research In Motion (RIM), please let me offer my warmest congratulations to Impatica for being selected as a finalist for the 2009 Wireless Leadership Award for Business Impact in partnership with your customer Standard Life.

Being selected as a finalist for the Wireless Leadership Award as a partner is an enormous accomplishment. Impatica's wireless solution stood out as an innovative use of wireless technology that had a demonstrated impact on your customer's organization, and we're delighted to recognize your commitment to excellence.

We consider Impatica's use of wireless technology and the BlackBerry® solution to enable significant positive change a genuine example to others. You've shown how the innovative use of mobile technology transforms the way employees and customers interact, and delivers improved productivity and efficiency – anywhere. By addressing real challenges and producing tangible results, Impatica sets the standard for business leadership and customer satisfaction.

I'm pleased that your efforts were recognized in a video during the awards ceremony today at the WES general session. Your award also includes attendance at an exclusive Wireless Leadership Awards reception at WES to recognize award winners, finalists and their partners.

Thank you for your exemplary vision and leadership in the area of wireless solutions. I look forward to meeting you at WES 2009.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jim Balsillie', is positioned above the printed name.

Jim Balsillie
Co-CEO
Research In Motion