



David Ferrier  
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Thursday, 1 July 1999

Hi David

Just a short note to give you some feedback on your seminars attended by our sales team recently.

As you are aware, we sent 6 of our sales team including our sales manager to your seminar all of whom were very impressed with the content and presentation and most importantly, came out with renewed enthusiasm as a result. They all thanked me for sending them (even though some went on a Saturday!) and all expressed a great deal of satisfaction at what they had seen.

Congratulations to you and your team on a truly inspiring and informative seminar.

Jeff Hancock

A handwritten signature in black ink, appearing to read "JH", with a small dot at the end.

MANAGING DIRECTOR