



August 9, 2004

Ron Payne
The Revenue Builder
Park Place, 666 Burrard Street, Suite 500,
Vancouver, B.C., V6C 3P6
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Dear Ron,

Re: Thanks and appreciation

This letter is simply to thank you for the great work you have done with the members of our sales team. Each of us has benefited tremendously from your experience, insight, and support from the time that we started working with you in September 2003. Your one-on-one coaching has been particularly valuable. Our skill sets have improved and we are consistently initiating more of the right conversations with the right people at the right time. As a result, our revenues have increased substantially and, more importantly, we feel that we are laying the groundwork for steady and continued growth. We are being more useful to our clients, and making more money doing so.

Of real significance to us is the fact that all of this development at the individual level has been paralleled by similar advances at the systems level. With your invaluable assistance, we continue to create and enhance the forms and tools so essential to our business. We are delighted at the extent to which our Opportunity Assessment Form, Client Management Report, Needs Assessments, Sales Board Revenue Builder maps and other forms are contributing to the alignment of our previously diverse approaches to client relationship management. We recognize that these tools are the key to the continued expansion of our sales force, our business, and our company.

We look forward to continuing our relationship with you.

Yours truly,

Richard D. Hart

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