



MEMORANDUM

Joe de Napoli, Manager, Sales Strategies & Initiatives, Sales Effectiveness & Customer Care,
BC Headquarters, Transit 8730

Date: December 4, 2004

To: Pauline O'Malley

Dear Pauline

Subject: "The Revenue Builder®" North Vancouver Island Business Markets

I would like to take this opportunity to thank you once again for joining our team on Vancouver Island.

You have provided our Business Account Managers with some useful information and tools that will assist them in dealing with their clients and targeted more effectively.

Your sense of humour and fantastic facilitation skills kept the audience engaged, and allowed them to walk away with something tangible that they can implement immediately, moving forward.

Pauline, I thoroughly enjoyed your presentation and thank you for your commitment to our team here on the island. Your techniques are simple and easily implement-able and I know that each time I join one of your presentations; I walk away with a new piece of information that will assist me in being successful.

Thank you and I know we will be in touch in the future.

Regards,

Joe de Napoli
Advisor, Vancouver Island Business & Personal Markets