



20 July 2001

David Ferrier
Elite Conversions
201 Kooyong Road
Rivervale, WA 6103

Dear David,

I wish to sincerely thank you for your moving presentation on "Positive Selling and Over Coming the Price Objection" at our recent national conference.

I asked for something that would inspire and got exactly that. Our state mangers have gone back to their respective states full of positive affirmations never again to utter the word of price.

This has had an immediate positive effect on them and as a result many have asked for some further training for their sales staff, so please consider calling me when you travel interstate as we may book you for some additional work-shopping.

Yours truly

A handwritten signature in blue ink, appearing to read "Scott Gibson", is written over a light blue horizontal line.

Scott Gibson
National Sales & Marketing Manager