

23 May, 2005

Mr David Ferrier
Elite Conversions
2 Hall Street
NORWOOD SA 5067

Dear David.

Thank you for attending our office once again on Thursday last and refreshing my sales team and myself in the art of "Overcoming Objections".

Your training was invaluable in 2003 when we attended your workshop and subsequently purchased your training CD's.

At this time we are currently revising the whole workshop and using the CD's to refresh ourselves with your philosophies. We have found this to be an invaluable tool with not only our clients but in our day to day lives.

Yours sincerely,

L J Hooker Kensington



**Richard Thwaites CPM/MSAA
Director**

