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NB
20 March 2003

Mr David Ferrier,
Elite conversions,
201 Kooyong Road,
Rivervale, WA, 6103



Dear David,

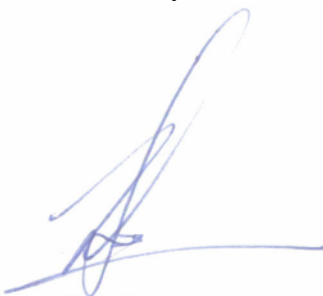
I am writing to you to thank you for presenting this office with the opportunity to attend your recent seminar on communication and presentations.

My staff and I were impressed with your comprehensive knowledge of communication and the manner in which you then integrated this information with the professional presentation.

Your seminar has stimulated a lot of discussion amongst in our office and in fact has been a significant factor in vastly increasing the confidence of one of those who attended. The rest of us, myself included, have started to alter the manner in which we interact with people and I believe that this will pay dividends with business and personal relationships.

I would be more than happy to discuss this course with any of your potential clients and you are welcome to invite them to do so.

Yours truly,

A handwritten signature in blue ink, appearing to read "Nick Bevan". The signature is stylized and fluid, with a long horizontal stroke extending to the right.

Nick Bevan
Principal