

13 April 2004

Mr. David Ferrier
Elite Conversions
13 Delamere Avenue
South Perth 6151
W.A.

Dear David,

RE: - ELITE CONFERENCE

I would like to thank you for presenting a highly positive seminar conducted over two days at Rottnest Island and Aqua Ramar, East Fremantle.

The sales staff certainly found the information contained in the seminar to be both valuable and entertaining.

Although all of us are seasoned sales people and as you know this can be at times detrimental to new learning, we found the manner in which you presented this information to be a positive experience.

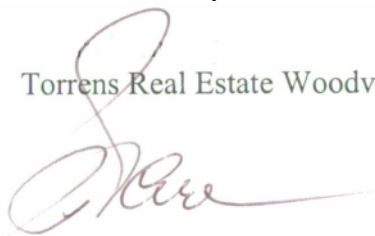
At both sales meetings following the conference the sales team approached all the topics with gusto and enthusiasm.

We are sure that we will all benefit as a result of taking on board the lesson learned by utilizing proper listening skills and being more aware of how to avoid Roadblocks.

Once again thank you very much and may we wish you a successful career.

Yours faithfully

Torrens Real Estate Woodville



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