



30 August 2000

David Ferrier
Elite Conversions
2 Tate Street
South Perth WA 6151

Dear David,

Though it is only a short time since both Ben and Scott attended your conference, I am pleasantly pleased with some of the comments and suggestions that have since been put forward.

The two main initiatives we have made immediate moves to implement are:

- (a) A more professionally presented presentation package to be used at point of sale.
- (b) Develop an after sale strategy to encourage our clientele to promote and sell our products for us.

In general I believe Ben and Scott have shown a renewed enthusiasm and have benefited personally and professionally from having attended your conference.

I would not hesitate in recommending your conference.

Yours truly,

A handwritten signature in blue ink, appearing to read "Neil Anthony Brown", is positioned above the typed name.

Neil Anthony (Tony) Brown
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