



**LORRAINE
RIEFF
and
Associates**

Randall Munson
Creatively Speaking
508 Meadow Run Drive SW
Rochester, MN 55902-2337

Dear Randall,

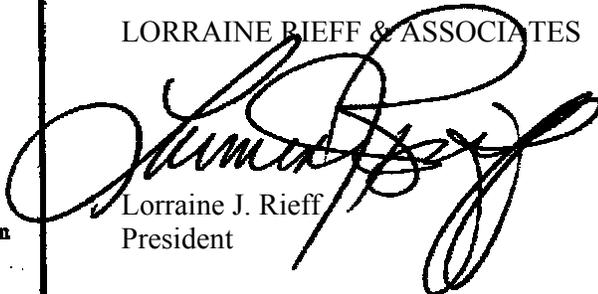
Thank you for your outstanding presentation at Walt Disney World for the National Association of Independent Insurers (NAII). You captured and held the interest of the entire audience with your skillful blend of audience interaction, magic and wit. Everyone thoroughly enjoyed your presentation and gained insights that will be valuable for themselves and their business for years to come.

You were especially thorough and professional in every detail of your presentation and staging to ensure your program was presented flawlessly. You were a pleasure to work with, Randall, because of your genuine interest in doing whatever is necessary to delight the customer.

I look forward to working with you again.

Sincerely,

LORRAINE RIEFF & ASSOCIATES



Lorraine J. Rieff
President

120 West Madison
Chicago IL
60602

Tel: (708) 867-1213
Fax: (708) 867-7076