



Ms. Brenda Follis
2301 East 45th Street
Indianapolis, IN 46205

Dear Brenda,

I appreciate the excellent training session that you presented to our team last week. It is evident from the feedback from our Customer Service Reps that it was a huge success.

The real life experiences that you present really bring the techniques to reality.

We appreciate your work and will certainly call on you for training as our future needs dictate.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Johnston', is written over the typed name.

John Johnston
Sr Director, Dayton Operations
7887 Washington Village Drive, Suite 300
Dayton, OH 45459
937-428-3749 Fax 937-428-3797