



January 13, 2005

Mr. Michael Ballard
640 Sheppard Avenue East,
Suite 303,
Toronto, Ontario
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Dear Michael,

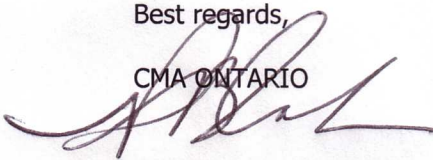
I wanted to send you a formal word of thanks for the excellent Lunch Date presentation you offered our members. Getting your Individual, Team and Corporate Intelligence to Add Up was very well received and the evaluations, uniformly excellent. As members, they can be highly critical and do not give compliments idly. So, getting a high score from them is even more significant than might usually be the case.

Participation in this event came from all management levels and from many industries – from Sears Canada to H. J. Heinz; from Office of the Superintendent of Financial Institutions to Toronto Hydro; from Bell Canada to the Muscular Dystrophy Association; from CIBC to Sprint Canada. In spite of this great diversity, you were able to impart useful information to all.

Again, thank you for your efforts.

Best regards,

CMA ONTARIO


P. C. Black,
Manager,
The Member Services Centre

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