



100 South Wacker Drive, Ste. 850
Chicago, IL 60606
(312) 578-6900
Fax: (312) 578-8336
www.turnaround.org

November 22, 2002

Kathleen Ellis Larsen
American Program Bureau
36 Crafts Street
Newton, MA 02458

Dear Kathleen,

Enclosed please find the video of Tim Sanders's presentation at the TMA 2002 Annual Conference. I was so disappointed that I missed his presentation, especially after hearing all the positive feedback, so I watched the video before sending it. Tim was outstanding. His energy was infectious and his message right on target for our group. We had very positive feedback from attendees and consider the presentation an overwhelming success.

Thank you for your assistance, and we look forward to working with you again in the future.

Best wishes,

A handwritten signature in cursive script, appearing to read "Laura J. Ivaldi".

Laura J. Ivaldi
Manager, Meetings & Education