



KPMG LLP
Chartered Accountants
400 - 625 Agnes Street
New Westminster BC
Canada V3M 5Y4

Telephone (604) 527-3600
Telefax (604) 527-3636
www.kpmg.ca

Private & Confidential

Ms. Michelle Ray

December 9, 2003

Dear Michelle

As you know, once a year we organize a special training day for the members of our Greater Vancouver Finance and Administration function.

This is a very important event for them as it is the only time a year the entire group gets together for a nine hour session which includes, training, team building and social components.

The Committee who organized the event reviewed several options and candidates for the keynote address. The decision to select you was clearly the correct one.

Well, on November 6, 2003, you had the task of presenting the topic "I'm-So-Happy.Com" to approximately 100 members of KPMG.

From your opening remarks to your conclusions, some 150 minutes later, you kept the audience interested, entertained, energized and happy. The content of your material was very relevant. The variety of exercises, your interaction with the audience, your audio, handout material and the slides were appropriate and effective. There was a "buzz" around the room throughout the session.

For a number of days subsequent to the session people were still talking about how much they have enjoyed and learned from your presentation.

In summary, you have exceeded our expectation and we will consider engaging you again for other KPMG events in the future.

The formal feedback from the participants indicates that this has been the best seminar (Annual Admin Conference) that they have attended.



Once again, thank you for helping our members collectively and individually grow professionally.

We would be glad to be used as a reference for your presentation and public speaking skills.

Yours very truly

R. Rozen

Ron A. Rozen
Partner

RR/pg