

COLUMBIA NATIONAL
Incorporated®

February 20, 2003



Dr. Jeff Salz
Salz and Associates
Box 918
Idyllwild, CA 92549

Dear Jeff:

I just wanted to say, again, thank you for a solid keynote presentation at our Annual Sales Achievers' Meeting. Your message was right on target for our audience, and I've heard nothing but praise since the meeting.

Change can be difficult for some people to deal with – and we have been dealing with significant change at our company since last June. Your enthusiasm and optimism spilled over in your address and our folks got it! Change is inevitable – change is opportunity – change is an adventure.

Thanks, again, for a top notch presentation, and for making me look good! I knew you were the right person for our keynote address and you didn't disappoint. Since we're moving in new directions through our recent acquisition, it's entirely likely that I will call on you to again provide our keynote address at some future meeting.

It was truly a pleasure meeting you, and I do hope that our paths cross again. I'm off to leap before I look ...

Sincerely,

Susan D. Roberts
Meeting & Event Manager

CC: Katrina Smith, Keynote Speakers

PS: I keep the following quote close at hand. I came across it years ago and no longer know where or from whom – but I thought I would share it.

"Confidence comes not from always being right, but from not being afraid to be wrong."

Thanks for reminding me to dare to take chances.

7142 COLUMBIA GATEWAY DRIVE
COLUMBIA, MD 21046
410/872-2000 OFFICE
www.columbianational.com

