

February 27, 2003

Jack Shaw

Dear Jack:

Thank you for the outstanding job you did at the National Association of Wholesaler-Distributors' (NAW) Executive Summit here in Washington, DC last month. Your presentation on our conference theme, "Don't Compete — Dominate!" was exactly what we had asked for.

I especially appreciate the tremendous amount of in-depth research you did in preparing your presentation. The results were evident in your program which was not only well-researched, but well-presented, and very well-received by our attendees. In fact, I had numerous distribution industry and NAW member association executives tell me specifically how much value they got out of your presentation.

Your effective use of sophisticated presentation technology combined with your research and your lively presentation style resulted in a session that was as interesting, entertaining, and humorous as it was informative. The attendees particularly liked your many industry-specific examples and the quotes and photos of industry leaders that you included in your presentation.

It was a pleasure having you. You couldn't have been easier to work with during the time leading up to and during the conference. I would gladly recommend you as a speaker to any corporate or association executive or meeting planner who would like to contact me.

As for NAW, we are very much looking forward to working with you again soon. Thanks again for all your efforts to help make this year's Executive Summit such a success.

Regards,



Ron Schreibman, CAE  
Senior Vice President - Strategic Direction