



October 16, 2009

Greg Southorn  
The MIHI Group  
10 South Front Street, Suite 301  
Belleville, ON K8N 2Y3

Dear Greg,

A quick note to thank you for the support you have provided us to date with the implementation of the MIHI SRS Program. Working through the program with you has had a significant impact on our outside sales team as they transition from customer service focus to new business/revenue development.

We are equally pleased with the re-structure of our Client Service team and the skills training they have received. It has allowed us to create a much more effective outbound sales program.

Yours sincerely,

Steven J. Karrys  
President & CEO