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May 30, 2008

Mr. Stephen M. Shapiro  
c/o Ovation Talent Agency  
Part 80 West, Plaza II, Suite 200  
Saddle Brook, NJ 07663

Dear Steve:

I wanted to thank you again for a terrific presentation to our CEO's on Thursday, May 1, 2008 at The Fairmont Turnberry Isle Resort & Club in Aventura, Florida. As you know, our audience rates speakers on a 6-point scale and you came in at 5.9 out of 6, the highest rating we have had for a speaker.

More importantly, the way you covered the topic of innovation processes gave our entire innovation process direction a "kick start" as the audience "got it." A number of our attendees went through the entire meeting with their personality poker card on their badge. I think you had a tremendous impact on them.

Needless to say, I would recommend you to any other organization without hesitation. You are a terrific speaker and wonderful to work with. Gary Reznik at Ovation Talent also handled the logistics very well and everything went smoothly. We are looking forward to working with you in the future and exploring the next steps in making our innovation process framework work even better.

Thank you again for your excellent presentation.

Sincerely yours,

Maynard H. Benjamin, CAE  
President & CEO

cc: Mark Hischar  
Steve Myrvold  
Hugh Mahler