



*building long term relationships*

November 10, 1999

**Mr. Ed Rigsbee  
Rigsbee Enterprises Inc.  
P.O. Box 6425  
Westlake Village, CA  
91359**

Dear Ed:

I wanted to express our appreciation for the fine work that you did with Accubid. Even before the meeting, the time you and I spent on the phone was very valuable. You seemed to hit on the very issues I felt strongly about like our sales process, and you grasped where we were and where we had to go with them.

The 3-way conversation we had with Gregg Stone, our Sales and Marketing director, really did the trick in convincing him that you were indeed the right person for the job. Your tenacity in contacting our staff, our reps, and our clients was admirable. The focus groups were a great idea, and they appeared to work well. By the time you came in to do the first segment of our meeting I think you knew more about our company than many insiders!

Your presentation was not only high quality, but entertaining as well, particularly the many visuals you used, and your candid and sincere presentation style. I specifically remember that our one skeptical rep was indeed paying attention - consistently. Another rep that some of us have had difficulty connecting with was really participating throughout the presentation.

The sharing that you brought out was very impressive, not only on work issues but when people were touched on a personal level. I noticed several times in the succeeding days that you were quoted or the material referred to. From my perspective you went way beyond what we bargained for in providing the insights on our internal communication issues.

If it is not obvious at this point, I was very, very happy with the entire experience, and would not hesitate to recommend you to others. I hope that we ourselves can make further use of your services in the future.

Best regards,

A handwritten signature in cursive script, appearing to read "Daniel Les".

**Daniel Les  
Marketing Manager  
Accubid Systems**

**ACCUBID SYSTEMS**

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