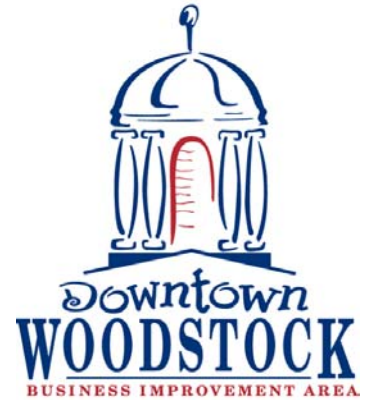


October 15, 2002

Roy Prevost  
Oakray Marketing Services Ltd.  
306-6838 Station Hill Drive  
Burnaby, BC, V3N 5A4



Dear Mr. Prevost:

Just wanted to thank you once again for delivering your "How to Prosper in a Big Box Retail World" seminar here in Woodstock. We were very pleased with your format and the information you provided. As you ensured me in advance, it was not a slam against the big box retailers, rather a general overview of their market share, focus and scope. You did a great job of then tying in how the smaller independent retailer can, and should, concentrate on providing goods and services that target a different niche.

We received many positive comments from those in attendance, and people were very pleased with the stories and examples you used to reinforce your ideas. We do not hesitate to recommend you as a dynamic speaker and facilitator who is indeed an authority on Big Box retail and customer service. Again, thank you for sharing your information with us.

Sincerely,

Kelly Gilson,  
BIA Manager.

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