

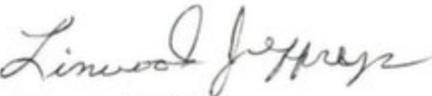
Linwood Jeffreys
2708 Heathersmith Court
Raleigh, NC 27604
February 5, 2013

Jeff Davidson
MBA, CMC
Breathing Space Institute
3202 Ruffin Street
Raleigh, NC 27607-4024

Dear Mr. Davidson:

I attended your presentation last week on "Deliver on Promises, Follow up like a Pro". Thank you for sharing your ideas and tips on follow up email and Creating A Rapid Response System. The information was very valuable and informative.

Sincerely,

A handwritten signature in cursive script that reads "Linwood Jeffreys".

Linwood Jeffreys