



June 1, 2001

Chris Clarke-Epstein
SPEAKING!
P.O. Box 37
Wausau, WI 54402-0037

Dear Chris:

I just wanted to follow up with a note letting you know how pleased everyone was with your presentation at the BP CFO Conference in Coral Gables, FL this past February. When we first began to plan the conference agenda by brainstorming a list of external speakers that would engage and excite the conference attendees, you immediately came to mind. I have wonderful memories of your engaging presentations, workshops and meeting facilitation from the "Fundamental Consulting Skills" course I took soon after joining Deloitte Consulting three and one half years ago. I have not forgotten the life lessons I learned from you then, and I was eager to include you in my client's CFO Conference this past winter.

Every aspect of working with you to plan and orchestrate our conference was a pleasure. I found our pre-session conversations and your use of written questionnaires to be very effective as you developed a customized program for the conference attendees. I know you were successful in speaking to each one of them on a personal level because of the positive feedback I received from the attendees. The only regret they had was that you didn't open up the conference and set the tone for the entire three days. And as one of the meeting planners, I especially appreciate your ability and willingness to further tailor your program when you arrived on the day of your presentation and found us behind schedule!

I think you were very effective as a conference closer. You engaged the group, made them reflect on what they had learned over the past three days, and helped them think through how they could take the excitement home to their day-to-day work environment.

Thanks again, Chris, for all of your help. As you know, this conference was the first of its kind, and I have every reason to believe BP will hold another. I look forward to the next time I get to hear you speak!

Sincerely,

A handwritten signature in cursive script that reads "Linda".

Linda M. Berger
Executive Support Manager, BP US Downstream CFO
(Formerly Manager, Deloitte Consulting)