



## NORTH SHORE BANK

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November 9, 2005

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

Dear Chris,

Thank you for the great presentation at our 2006 Sales Kick Off Rally. We completed a survey of the managers who attended the rally and 75 % of them felt your presentation was EXCELLENT. As a facilitator, I know how people sometimes rate folks, so it says a lot that they felt so strongly about your presentation.

One of our respondents even had this to say, "The guest speaker, Chris, was inspiring. Sometimes it's helpful to hear from non-bank people to get creative ideas flowing."

In the feedback question titled "What did you like best about the Kick Off Rally?" your name came up repeatedly. It was obvious that you got people thinking and motivated them, which can be difficult at the end of the day.

Thanks again for working with us. It's been a pleasure.

Sincerely,

Julie Block  
Branch Sales Support Manager  
North Shore Bank