



PRINTING INDUSTRIES OF AMERICA, INC.

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Mr. Donald Cooper, Chairman

Dear Don:

In my business I have the opportunity to hear many professional speakers. Most are good. A few stand out as being exceptional. You are definitely in the latter category.

As the lead off speaker at our Presidents' Conference in St. Thomas, you guaranteed the success of our program. Your ability to convey solid business advice in a dynamic, humorous and captivating fashion made your presentation the highlight of the conference. I would not hesitate to recommend your services to anyone who is seeking an excellent speaker on business related topics.

Thank you, Don, for helping to make the 1995 PIA Presidents' Conference the most successful in many years.

Sincerely,

A handwritten signature in black ink that reads 'Ray' in a cursive, stylized script.

Ray Roper, CAE
President & CEO

cc: Mary Garnett