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[DexOnline.com](http://DexOnline.com)

Dear Warren,

Thank you so much for your presentation at our 2007 Dex Spokane kickoff in January. I know I speak for my team and our guests, as well as myself when I say it was a huge success!

In the past, speakers we've engaged for these occasions have either been sales or industry professionals. This year we chose you, however, because we realized we were facing an enormous challenge with the task we'd set for ourselves, and reaching our objective was going to take a whole lot more than just sales skills and industry knowledge. This year was about strength of mind and determination and refusing to say "quit". We needed somebody to open our minds and boost our courage and I must say, you definitely did that!

Your words and the story you told us were THE topic of conversation for the three days we were together. And that's exactly what I was hoping would be the case. I wanted my team to remember they alone are responsible for their success. I wanted them to re-connect with that inner strength some of them had forgotten they possessed. You helped us find that connection, Warren.

As we move into this campaign, thanks to you, we're more focused, more confident, and more determined than ever that we can and will overcome any challenge we face.

With warm regards and my thanks,

A handwritten signature in black ink that reads "Vicki Heffley". The signature is written in a cursive, flowing style.

Vicki Heffley