



October 6<sup>th</sup>, 2008

**Warren MacDonald Unlimited**

Dear Warren,

The staff and I wanted to personally write you and thank you for your recent keynote presentation to the Lake View Credit Union staff conference held Oct 4<sup>th</sup>, 2008 in Dawson Creek. Having had the opportunity to hear you speak in Whistler BC at the 2008 spring MACU conference, we were all excited you were available to come and present.

Your presentation and theme of "adapting to change" was uplifting and was extremely motivational to our management and staff. Nothing hits harder than the multimedia presentation you gave coupled with the presentation you addressed to our group.

As you can appreciate, the entire financial services industry is in turmoil and we are witnessing a great deal of change in products, markets, approaches and human resources. Your presentation addressed all that we were looking for and some.

At many points in your presentation, our staff was speechless and emotions ranged from wanting to cry to laughing uncontrollably. Your presentation style was very down to earth and you were able to drive your point home. It truly made our 2008 inaugural staff conference the highlight of our year!

In closing, thank you again from the staff, management team and board of directors for your enthusiastic presentation and motivational talk. We certainly would highly recommend your presentation to other credit unions and any business serious about addressing change in today's economy. Lastly, bringing you up to our community was easy and your staff a pleasure to work with. The ability to custom tailor your presentation to our group made the investment we made in our staff in bringing you in worth every penny and more! You truly are a professional and someone we can all learn from. Most of all we count you as a friend and look forward to keeping in touch with you!

Respectfully Yours

A handwritten signature in black ink, appearing to read "Rene George", is written over a light blue circular stamp.

Rene George, ACUIC  
Chief Executive Officer  
Lake View Credit Union