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10<sup>th</sup> March, 2004

Mr. Michael Laing  
Leadership Management Australia  
PO Box 2635,  
Rowville. Vic. 3178

Dear Michael,

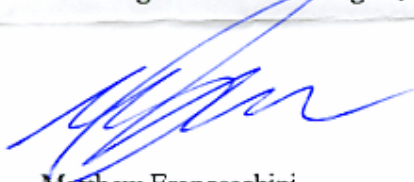
Just a quick note to thank you and the entire LMA team for your support and the services provided to my company and the four employees who have (so far) been involved in a LMA course.

The courses are extremely relevant and useful and I have found that my staff are retaining and applying what they have learnt with ease.

Your support and 'coaching' has been exemplary and has been a great aid in the entire process.

Without doubt, training my staff through LMA has been one of the better business decisions that I have made.

Kind Regards and thanks again,



Matthew Franceschini  
Chief Executive Officer  
Entity Solutions Pty. Ltd.