

October 5, 2003

Wayne Block &
Edward Frye
StreetSmart
3679 Concord Road
York, PA 17402-3325

Dear Wayne & Ed:

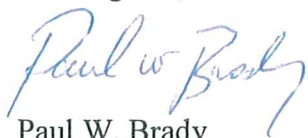
I would like to take this opportunity to thank you for helping me get out of “the numbers game” during our week long StreetSmart Sales Seminar. I especially liked the new sales vocabulary that I have taken away with me. Also of great interest to me was the “85% diagram” that I have been diligently practicing, and hopefully perfecting. Although I have not yet used it on a potential client, I look forward to the opportunity to try it out.

I consider myself lucky to be among the first group of sales professionals to take part in the StreetSmart seminar because of the intimate class size. Since we had a smaller class we were able to share personal experiences regarding many of our different topics and still get through the material in a timely fashion.

The best thing about StreetSmart is that it applies to Sales Professionals no matter what product(s) they are selling. I am sure to take the lessons learned with me throughout my sales career.

Thanks again!

Best regards,



Paul W. Brady
Account Executive
The Glatfelter Agency