



May 22, 2003

Ken Mahler
Proactive CRM Solutions
6934 Miami Ave. Suite 16
Cincinnati, Ohio 45243

Ken,

Thank you so much for the training session of May 15th. We wanted to acknowledge the fact that you did a wonderful job. The training you provided is an invaluable tool in our organization. We now have a much broader insight into the capabilities of our ACT! system. We found you to be courteous, intelligent and informative. The training we received will afford us opportunities to be a stronger and better organization.

Sincerely,

Cheryl Coors
Coors Executive Resources, LTD