

11 June 1997

Mr Denis Healy
Managing Director
IBT International
L6, 65 Berry Street
NORTH SYDNEY NSW 2060

Dear Denis

The Personal Efficiency Program (PEP) offered me a way out of the mess I was getting into. I've been to time management courses before but PEP's "at your desk" follow up was the clincher. It is by far the best program I've been involved with because it was simple, direct and immediately showed results.

As a result of the program I have:

- a tidier desk which is less stressful because I can see clear desk space;
- a way to deal with the paper. I no longer have large piles of paper and I can find things;
- a more positive "I can do this" attitude which has flowed into my personal life as well;
- a degree of control;
- more time to be pro-active instead of merely reactive; and
- a greater sense of support for my manager.

Our small team functions more effectively together now as we are all sharing ideas and introducing like systems. Our networking is more effective and the flow of information has improved because we are all more organised.

We are very committed to customer service at AMP General and we feel our being organised ensures we are delivering our best service to our customers.

Yours sincerely

A handwritten signature in cursive script that reads 'Sherry'.

SHARON SHERRY
Executive Assistant