

9 June, 2005

Mr Denis Healy
Managing Director
iBT International
Level 10, 56 Berry Street
NORTH SYDNEY NSW 2060

Dear Denis,

I enjoyed the PEP program I did recently. I thought the principles were simple but very useful and easy to apply.

I attended PEP because I wanted to become a lot more efficient in my work and the way I dealt with clients.

PEP has allowed me to organise my emails and workspace more effectively. I don't procrastinate as much and feel as though I have most issues under control.

I started to see a benefit from the program after the second training day and now have more time to think of new ways of generating business and prospecting clients. Time with my one-to-one coach was very important as he identified specific habits and how to break them.

As a team PEP gave us ways to identify the end result, organise our time and focus on revenue generating activities.

PEP compares favorably to other training I did as it gives practical solutions to everyday issues.

Yours sincerely



Ravi Sriskandarajah
Relationship Manager
Merrill Lynch