

HOGAN

Hogan Computer Corporation
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Thursday, August 17, 1995

Mr. Murray Warren
The Warren Group
Suite 102
1932 West 1st Avenue
Vancouver, BC
V6J 1G6

Dear Murray:

I would like to take this opportunity to put in writing my latest experience with your company. As you know we provide customized computer systems for legal and insurance firms. In our dealings with these demanding clients we are successful because we get results as promised, when promised.

Your initial 5 minute voice mail was interesting enough for me to return your call because I reasoned if you could get my attention then you could help me get our prospective new clients attention as well.

Murray, I must state how pleased I am with the progress and results we achieved together in our telesales initiative. As I sit here writing this, I can glance over at over *90 qualified leads* for potential new business that think the way we do and appreciate our unique brand of service. We know this because we asked them!

I was very impressed with the fact that the first week or so we had too many leads coming in to handle. We were able to "raise the bar" in our telesales effort to get an even better class of client to do business with.

If you do not mind I will be using your efforts as an example in my employee training to demonstrate what can happen when a motivated supplier gets a good understanding of his clients needs and delivers "*unbelievable*" results !

Sincerely Yours,
HOGAN COMPUTER CORPORATION



Mr. Patrick J. Hogan,
President