

# TOTAL IMAGE

## COPIER PRODUCTS LIMITED

5003 Minoru Boulevard, Richmond, B.C. V6X 2B1

Telephone: (604) 244-7350

Fax: (604) 244-8262

Toll Free: 1-888-338-1828

May 12, 1999

To whom it may concern:

When I was approached by Murray Warren regarding his Telesales/New Business Development Strategy, I was immediately sold on the concept.

It makes sense to have dedicated telesales people generating leads while the outside representatives utilize their time doing presentations, following up, and closing deals.

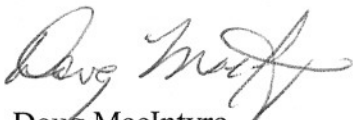
Our CEO and President had mixed feelings about investing in Murray's unproven concept as they felt that the outside representatives should be generating their own leads. I really had to go to bat and offer to pay for the trial project out of my own pocket if the results were poor.

The results of the telesales project, done as a trial, have been outstanding. In less than 2 months we have placed 15 copiers on demo, have closed deals on 8 and will get at least 3 or 4 of the remaining 7 units.

We will be expanding Murray's program next month and will contract with him to hire and train additional telesales staff.

I can recommend the Warren Group without hesitation. If you are considering your options for increasing business, it would be worth your while to listen to what Murray has to offer.

Sincerely,



Doug MacIntyre  
Sales Manager  
Total Image Copiers

**...great *Canon* copiers, saving you money...**