

Consumer Products Business  
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July 28, 1998

Mr. Brent Simpson  
Export Links Inc.  
87 Dorchester Drive  
Grimsby, Ontario L3M 1B1

Dear Brent,


I wanted to let you know what a pleasant experience I had working with Charlotte Sanford. In my opinion Charlotte possesses a couple of very important and admirable qualities that makes it easy to work with her. Charlotte as you are probably already aware is very knowledgeable, persistent, and an overall nice person.

It is my belief that without Charlotte's effort we would not have been as successful as we were in filing the claims with Canada Customs. There were times when I needed to be reminded by Charlotte that she was waiting on me to provide her with information in order to file a claim. Charlotte reminded me in a way that made me want get the information for her without offending me for not sending the information earlier. I am sure that there is more than one customs officer who feels the same way.

I can not say enough good things about Charlotte and the past year and a half she has spent working on these claims. It has been a long hard road, but a road made easier with Charlotte's involvement. I am glad to have had this opportunity to work with Charlotte.

I would like to say thank you to you and your organization for the work done on our behalf and for using a professional such as Charlotte to make the process as smooth as possible.

Sincerely,

  
Sean O'Beirne

cc: Charlotte Sanford