



May 5, 2003

Mr. Dennis Chapman
The Chapman Group
9881 Broken Land Parkway
Suite 302
Columbia, MD 21046

RE: Phenomenal Results!!

Dear Dennis:

I thought I would cut to the chase and be uncharacteristically direct.

Your firm's ability to identify our sales strengths and weaknesses, and then focus us on leveraging those strengths and eliminating those weaknesses, helped increase sales volume by more than 50% in a 12 month period. That advice, coupled with the Sales Xcellerator software for managing the sales cycle, propelled us to a new level of production.

I cannot thank you enough for helping get us to the next level. We look forward to continuing our relationship in the months and years ahead.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bob Manekin', written in a cursive style.

Robert A. Manekin
Principal