



**Participant comments from Jeff Mowatt's presentation,
Leading a Customer Focused Team, April 28, 2011**

“Jeff did a great job. It can only make us a better organization.”

Diane Brickner, President & CEO

“Excellent – really enjoyed the round table conversations. I foresee more input from peers and coworkers in future changes and company direction.”

Brenda Simioni, Corp Underwriting/Marketing Manager

“Excellent seminar. Great reminders and tips – lots of takeaways that will help with employee engagement in our organization. Some very practical advice and great analogies and stories.”

Mary Clinton, VP HR

“All good. Will do a much better job of motivating our staff and empowering them.”

Daryl Kochan, Branch manager, Vancouver

“Great reminder of important things. It's easy to forget. Brings the team together to bond as an entire group. Thanks.”

Kathy Boychuk, VP of Finance

“Jeff engaged the whole group. This will help us rethink how we manage and to be selective of processes we use.”

Harvey Schauer, VP Information Technology

“Great ideas. It will make our already successful department even more successful by celebrating and acknowledging specific customer service examples.”

Gail Routh, Branch Manager, Rest of Canada

“As a newer manager this has given me more tools to have effective team department meetings. I think we'll get more in feedback from our employees.”

Sherril Couper, BC Underwriting Manager

“Jeff session was enlightening and had some great and different ideas.”

Chad Shurnaik, Commercial Manager NAB