



**Participant comments from Jeff Mowatt's presentation held September 23rd, 2008**

*“This will increase confidence, make it simpler and easier to grow business volumes and our branch will get great results from this.”*

Kathy Hawkins, Regional Sales Manager Personal Credit

*“All the concepts Jeff conveyed are applicable to us and will help us improve our customer loyalty.”*

Zora Milovanov, Relationship Manager

*“Jeff's session has provided me with tips and tactics that I can use with my branches.”*

Angela Velluso, RSM

*“Jeff has a different way to approach or understand the material which is great.”*

Mike Ogley

*“This will allow me to coach my sales teams more effectively.”*

David Blackburn, RSM

*“I feel I now have the tools to offer the correct phrases and understanding and to motivate the sales team to deliver service and not just product information.”*

Kelly Kussen, RSM

*“I believe I will now be more effective in communicating high gain advice activities to my team.”*

Dave Ralph, RSM

*“Jeff's information will make things easy and comfortable for staff to deal with clients in a very non-treating way.”*

Carol Patrick, Regional Sales Manager

*“Jeff's tips are great! I can use these for myself, personally and share them with my staff and so many others.”*

Toni Cella, RSM

*“Jeff's key words to use in everyday transactions will be very helpful.”*

Lucia Foggetti, RSM