



July 18, 1995

To whom it may concern:

If you are interested in revitalizing your organization and improving quality and productivity, then I suggest you enlist the services of the AGI Consulting Group.

Thanks to the guidance of Lori and Bob Bomes, our agency has undergone a dramatic and positive transformation. Departmental directors now think beyond their individual departments and work together to further the success of the company. Employees are more aware of the importance of their jobs and how their actions affect colleagues and clients. Employee satisfaction is up and morale is better than ever.

The "Bomes Process," as we call it, is not for the faint-of-heart. Also, it is not a quick fix. If you are willing to endure the difficult moments and invest the time, the rewards are substantial.

If you have any questions or want further advice, please don't hesitate to call me at 617-859-5757.

Sincerely,

PAGANO SCHENCK & KAY

A handwritten signature in cursive script that reads 'John'.

John R. Lloyd
EVP/ Director of Strategic Planning

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