

20th October 2005

Managing Director

ATCEN Sdn Bhd

Lot C-103A, Perdana Condo – Business Suites

Jalan PJU 8/1, Damansara Perdana

47820 Petaling Jaya

Attn : Mr. Terence Lee

Dear Terence

A THANK YOU NOTE

It's a pleasure to work with people who know the meaning of customer services branding image. All 5 series of the program that have been conducted for all Commerce-Assurance staff has definitely created a sense of customer centric and how important their actions are towards the customers' well being.

The workshop not only enlightened them with new knowledge and skills but also creating more WOW factors in their daily interactions with customers. Your team of excellent trainers has definitely rendered invaluable assistance and sharing of experiences though all the sessions, with great creativity and enthusiasm.

We sincerely appreciate your responsiveness and the friendly business relationship we have had with your company. We would highly recommend your training programs to others.

We look forward to many more years of cooperation.

Thank you.

Yours sincerely

COMMERCE ASSURANCE BHD



Haniza Yazid

Senior Manager – Human Resources