



## INSURANCE SERVICES (LANGLEY)

106-20151 Fraser Hwy, Langley, B.C. V3A 4E4  
Telephone 604 533-3891 Fax 604 533-3896



June 9, 2004

Knowledge Brokers International Ltd.  
308 - 938 Howe Street  
Vancouver, B.C.  
V6Z 1N9

Attention: Mr. Shane Gibson

Dear Mr. Gibson:

I'm writing to thank you for the sales training & management sessions you conducted on behalf of our company. The feedback from both our front line staff and managers was very enthusiastic and positive. Many of us attend quite a few industry related training functions and your sessions were ranked as among the best ever!

I also wanted to write and make you aware of the results generated by the sales training you conducted on our automobile replacement cost "focus" product. Let's face it... enthusiasm is great but you can't beat results. Here's what happened. During the first three months after your first session we increased unit sales of this product by 15% and we increased gross revenues derived from this product by an amazing 85% as compared to our 2003 figures for the same period. Although these numbers are great in their own right it becomes even better when you factor in the fact that there was a 25% decrease in opportunities to sell the product as a result of depressed auto sales during the first quarter of 2004.

The numbers speak for themselves regarding the value your sessions have given our company. However it should also be noted that in addition to our increased profits we have obtained quite a few additional benefits. Our staff is enthused and excited about the sales process (they're having a lot more fun at their work); our staff have increased their personal compensation as a result of additional commission income on their paychecks (everyone likes to make more money); our managers are much more effective in controlling and directing the sales process and also enjoying satisfaction and benefits as a result of the increased policy sales.

### TOS INSURANCE GROUP

TOS Head Office 604-293-1481	Victoria 250-982-3800	Nanaimo 250-758-4806	Nanaimo 250-753-2461	North Vancouver 604-988-5265	South Vancouver 604-301-0344	Burnaby 604-299-8111	Richmond 604-270-7709	Aldergrove 604 856-4711	Automall 604-856-3099
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In summary, Shane, your work with us has improved morale, contributed to a "sales focused" work environment, allowed most of our people to increase their personal compensation, and given our company a much healthier bottom line. Thank you.

You've brought a lot of value to our organization and we look forward to our future sessions together.

Yours truly,

Wayne LeGear  
Vice President – Auto Insurance  
TOS Insurance Services Ltd  
A HUB International Limited Company (NYSE: HBG)  
604 533 3891  
wlegear@tos.ca

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University  
of Victoria

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**Co-operative  
Education Program**  
Office of the Director

October 4, 2004

To Whom It May Concern:

RE: Shane Gibson CRM Training

In Spring 2003 we had Shane Gibson give co-op staff a series of interactive seminar workshops on Customer Relationship Management. The program was helpful and well received by both managers and front-line staff.

The results of this training have been excellent. During the first six months after Shane's sessions, we increased postings from employers by approximately 15% across program areas. This success has inspired us to develop more sophisticated forms of marketing and CRM has become embedded in our culture.

Shane's work with us has brought us considerable value and I have no hesitation in recommending him.

If you have any questions about the University of Victoria's Co-operative Education Program and our relationship with Shane Gibson, please call me at 250-721-8811 or e-mail me at [grovewhi@uvic.ca](mailto:grovewhi@uvic.ca).

Regards,

A handwritten signature in black ink that reads "Elizabeth Grove-White".

Elizabeth Grove-White, Ph.D.  
Executive Director  
Co-operative Education Program

EGW/sb

June 29, 2005

To Whom It May Concern,

Chalk Media recently engaged Shane Gibson of Knowledge Brokers International to conduct a two-day sales refresher course for our sales team. We were extremely impressed with what we received! Shane is a knowledgeable, engaging speaker, who thoroughly understands all aspects of selling. He managed to keep an experienced group of sales professionals on the edge of their seats during both sessions, by using real-life examples to illustrate the powerful points he was making.

Further, we were particularly pleased with the preparation and follow-up Shane did with Management in our organization. He ensured that we were equipped with the tools we need to keep our sales team on track and to ultimately surpass our corporate goals.

Sincerely,



Carrie Harrison  
Director of Sales and Marketing  
Chalk Media  
[charrison@chalk.com](mailto:charrison@chalk.com)  
(604) 684-9399

