

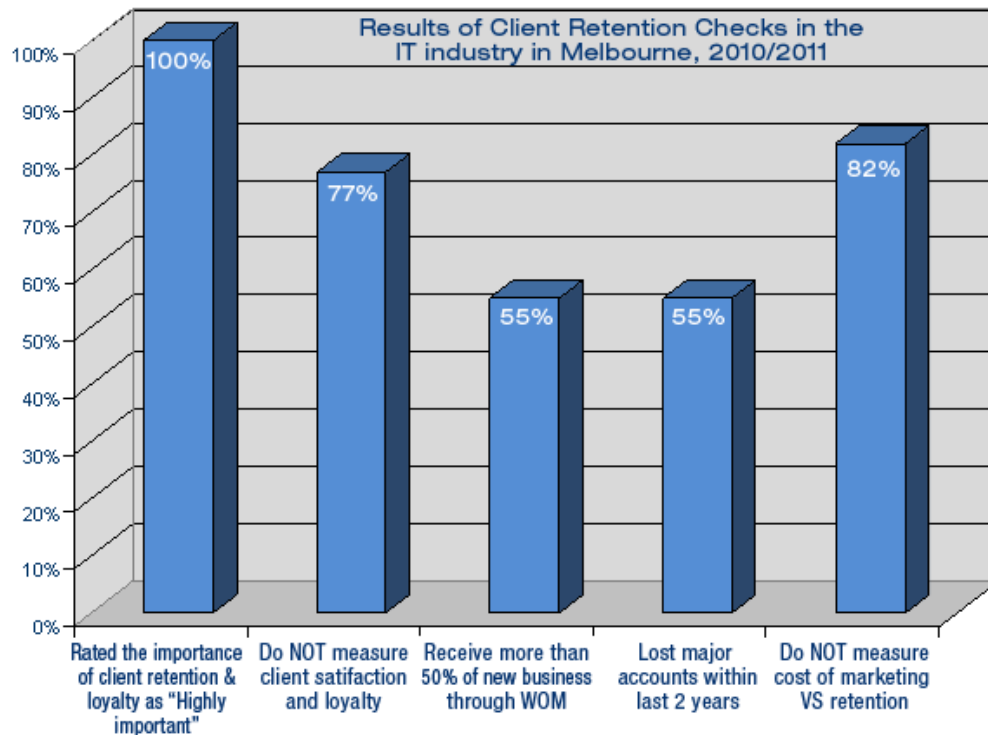


Important results that we can't afford to ignore...

Results of Client Retention Health Checks in the I.T. Industry in Melbourne: 2010/2011.

Over the past 18 months, we have been conducting complimentary, obligation-free and confidential Client Retention Health Checks and have gathered the following data.

Please note that this data predominately relates to the broader I.T. industry. The graph shows how organisations we've spoken to both view and engender client retention and loyalty in their businesses.



From these results:

- Is this what you would have anticipated?
- Is there anything you find surprising?

- How does your business compare to these organisations?

If you would like to learn more about how your business is doing in the client retention and loyalty stakes through our complimentary, obligation-free and confidential **Client Retention Health Check**, please call us on **1300 261 995**. Or, simply send us an email. The telephone interview with you will take approximately 10 minutes.

You'll receive a comprehensive report including lots of useful information and tips on how you can *"make sure your clients stay with you and never want to leave!"*

"...The information in this complimentary report you sent me is very useful and I will certainly take your valued feedback on board."

Helen Dean, Owner, Helen Dean Design, WattlePark, VIC 3128

***PS:** When we say "complimentary, obligation-free and confidential", we mean it. We know there is nothing worse than being offered something, accepting it and then being harassed.*