



November 14, 2008

Lt. Col. Rob "Waldo" Waldman
3427 Triview Square
Atlanta, GA 30339

Dear Waldo,

I wanted to share some comments with you from Linda Hodo and myself regarding your role during our recent sales conference at Zurich.

"We had an extraordinary opportunity to leverage the wit and wisdom of the Wingman at my organization. We had our first sales conference and it was mission critical that we deliver the foundation for building a sales culture and generate excitement for the collaboration needed for our future. Waldo delivered. His preparation and care in understanding our business challenges made his message relevant to our audience. He is an outstanding storyteller, funny and authentic. He engaged the audience and gave them a shared language for moving forward!"

Linda Hodo, Vice President, Corporate Development Management Services

Waldo, it was truly an experience for me and our Mission team to have had you as our featured speaker. Your enthusiastic style and your commitment to us was overpowering. Clearly, you had "chair flown" many times before you flew your mission with Team Zurich. I can't recall a time when a featured speaker had been so prepared and found out so much about Team Zurich to be able to connect as you did. It was the launching pad for our entire conference. Thanks to you, Waldo, and I personally hope we have a chance to join up again. Team Zurich will always be "checking your six."

Mike Vaught, Executive Director, National Sales and Strategic Relationships

Push it up!

Mike

A handwritten signature in blue ink, appearing to read 'Mike Vaught', written over a light blue horizontal line.

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