



January 16, 2004

Joe Roberts  
Mindware Design Communications  
1665 Mathers Ave  
West Vancouver BC V5C2G9

Dear Joe,

Your message was a powerful one at our Speaker's Day on Jan.16<sup>th</sup>.

You shared with our advisors the importance of giving back through your touching stories about your Grandmother and Gus. Plus, your own story is an inspiration for us all as we face adversity regularly in our own careers and personally lives.

We really appreciated the simple yet effective tools you left us with – Standing O and “Yes I Can”. These exercises alone will allow our advisors to stay focused on hitting their sales targets. **The winners are motivated to fulfill their potential; those who are struggling with their business or personal lives are inspired to face adversity and persevere. No matter how well we are doing, there is still much more we could accomplish. No matter how tough things seem, there is always someone else facing far greater challenges.**

We look forward to having you continue to inspire and motivate our people in the future. You do make a difference!

Sincerely,

A handwritten signature in blue ink that reads "Ward".

Ward Hodsman, CLU, CHFC, CFP