



Mr. Steve Klein,  
Marketing Breakthroughs Inc.,  
1150 Morrison Drive, Suite 201A  
Ottawa, Ontario  
K2H 8S9

June 8, 2005

Dear Steve:

Thank you for providing the catalyst that encouraged me to step back from the front lines of my business long enough to get a true appreciation for the "bigger picture". You very effectively demonstrated that it had become far too easy for an experienced retailer like myself to rely on the comfort of the status quo.

You and your team provided a truly goal oriented and focused approach when assisting me in not only defining new opportunities but enhancing many existing marketing strategies that merely required some fine tuning. I truly appreciated the personalized attention that I always received without exception, from everyone on the Marketing Breakthroughs team... a group of professionals that was never satisfied until I was.

Thank you, Steve, for your inspiration. Considering that I've been in the trenches for over thirty years, that's a real "breakthrough"!

My warmest regards and best wishes for your continued success as you assist others in realizing their business goals.

John Newcombe  
Proprietor



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