



Arkansas
BlueCross BlueShield

Wanda M. ...
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Jeff Magee, CEO
JEFF MAGEE INTERNATIONAL
Box 413171
Kansas City, Missouri 64141

Dear Jeff:

I wanted to follow-up and let you know how much we enjoyed and benefited from the recent training seminar you conducted for sales and customer service reps at Arkansas Blue Cross and Blue Shield. Consistent with the last three training programs you conducted for our employees, we had extremely positive comments concerning the content and delivery. As in the past, our people commented that they could take what you gave them and immediately start applying in the work place.

Jeff, our corporation has been involved in Partnerships in Quality where we are indoctrinating all of our employees on the importance of quality performance in the marketplace and the high level of service our employees and customers expect each day. The training programs you have provided us have complimented our total quality movement and as we discussed before, we would like to schedule another training seminar that would include not only our employees, but many of their spouses.

Thanks again for your hard work and preparation at our recent training program.

Kindest regards,

Wanda M. ...