



August 23, 2012

Mr. Eddie Williams
E&M Consulting Group, LLC
5690 Fairwood
Acworth, GA 30101

Dear Eddie:

On behalf of HBMA, I wanted to thank you for the outstanding contribution your program made to the HBMA Regional Road Show. It was a pleasure working with you in the four cities where we held the programs this year.

The nature of our business requires education that is often regulatory and legal in nature; a very necessary requirement for our members to be able to run their business. However, this type of material is often factual, dry and boring. Your presentation on "*Communication – Effective Listening*" brought the audience to life. The content of your program was invaluable because it not only pertained to our business environments; it applied to all aspects of our lives! Your ability to engage the audience is outstanding and content rich. Our members were Wowed!

Many thanks for a terrific program and captivating the crowd. We look forward to having you back again soon!

Kindest regards,

A handwritten signature in black ink, appearing to read 'Sherri L. Dumford', written in a cursive style.

Sherri L. Dumford, MBA, CHBME
Director of Operations & External Affairs