

**From:** Mike Hill [mailto:mhill@productaction.com]  
**Sent:** Thursday, February 01, 2007 6:12 PM  
**To:** mkenczyk@negotiationtraining.com  
**Subject:** Thank you.

Mark,

Please allow me to express my thanks for allowing us the privilege of attending your "Negotiating for Success - Collections" seminar.

As a Scholar in Collection Business Management and a Certified Professional Collection Specialist, with 20 years of collection experience, I have attended numerous seminars and coaching sessions from ACA International (formerly American Collectors Association).

Your presentation went well beyond the level of those provided by ACA. The depth of the information you provided was impressive, yet you made it very understandable and easy to apply to our daily routines. In addition the session was fun.

You have presented my team and me with knowledge that will allow us to become a stronger, more successful organization.

Mike Hill  
Collections Manager  
Product Action International, LLC  
7998 Centerpoint Drive, Suite 800  
Indianapolis, IN 46256-3342  
Direct: 317-915-5202  
[www.productaction.com](http://www.productaction.com)