



July 18, 2008

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Dear Victoria and team,

I truly don't know how to thank you enough for your amazing professionalism as well as the DVD that you created for our boss's retirement party.

As you know, my boss is a huge Shania Twain fan, and we thought it would be wonderful to have a Shania Twain song played just for him at his retirement party. He had over 33 years of experience with Shell Canada and we wanted to do something extra special for him.

I was so impressed right from the beginning with your professionalism, your sense of humor and your can-do accommodating attitude. I had contacted many other agencies that either never even bothered returning my calls or would not even entertain my request. It was truly a breath of fresh air when you not only returned my call with enthusiasm, but also suggested changing the words of the song to apply directly to my boss.

I understand that many hours went into producing this and it definitely showed. The DVD was a huge hit. My boss is still convinced that it was indeed "Shania" that was singing to him, but that we didn't want to make others feel less important so we just "said" it was an impersonator! That statement alone tells you what an amazing job you did!

I cannot thank you enough for your incredible dedication to making such a professional production. The costume changes, the camera shots, the improvised words (specifically for my boss) and your incredible enthusiasm all came shining through in the DVD. We still have people talking about the DVD and Victoria's performance. In fact, we had many requests from guests for copies, so that again speaks volumes!

I would highly recommend Victoria and her team for any special event you may be planning. A true class act would sum them up perfectly.

Sincerest Regards,

A handwritten signature in black ink, appearing to read "Susanne Heaton", is written over a large, stylized flourish.

Susanne Heaton
Shell Sulphur Sales - Oceania