



We Communicate. We Educate. We Advocate.

May 2, 2009

Ross Holicker
ROI Event Management, Inc.
300 First Avenue
Needham, MA 02494

Dear Ross,

Both, Amy Levine, our Membership Director and I wanted to thank you and Paul for the great job you did in coordinating and executing our March 24th, DDIFO Members meeting.

The feedback we received from members, vendors, and directors, has been very positive and complimentary to the professionalism and quality of service that you exhibited in the production of the meeting.

It was reassuring to know that you were there watching our back, and you certainly did everything you could to ensure that the event came off with us making the best possible impression.

Amy and I both feel we could not have accomplished what we did without you and Paul.

We look forward to utilizing your services in staging future events.

Please don't hesitate to use my name as a reference.

Thanks again.

A handwritten signature in black ink, appearing to read 'Jim Coen', written over a large, stylized 'D' that is part of the company logo.

Jim Coen
President
DD Independent Franchise Owners, Inc.