



# Bendigo Bank

27<sup>th</sup> June 2005

Success Integrated Pty Ltd  
Atten: Darren Pereira  
Suites 1-3, 131 Bulleen Road  
Balwyn North Vic 3104

Dear Darren,

RE: Achieve your B.E.S.T. Seminar

This is the first time we have ventured out in using the services of an external facilitator to run a motivational seminar; hence we were a little bit concerned at first about the outcome. However, after having being part of the seminar and from the feedback we received from the people that attended the seminar, we can definitively say that it was very enjoyable and inspirational.

Some of the aspects we found extremely important are that you were able to deliver the program using the same language that our staff do, hence getting them to engage with the whole idea. Also, it was pitched at the right level, the examples you used, and the stories you told were right for the staff that was present on the day.

The method of delivery was very good, lots of fun at the same time the message was clear. Also, we enjoyed the S.M.A.R.T. goal setting, the group walked out with a tool they can use in the future.

Yours faithfully,

Susanna Bevilacqua  
Sales & Service Manger South East Region  
123 Bouverie Street  
Carlton Vic 3053