



**GREAT LAKES CREDIT UNION**  
**GREAT LAKES, IL 60088-8290**  
**1-800-987-7850**  
**(708) 576-7000**

**May 24, 1994**

**Dear Sir/Madam:**

**Great Lakes Credit Union selected Profit Motivators International to review our organization and provide us with suggestions to improve our operations.**

**They have been instrumental in pointing out weaknesses our management staff were unable to identify. Our staff was required to complete various transaction and daily activity logs which were then analyzed and interpreted by the PMI team. PMI found many areas that needed improvements. They diligently worked with our staff to ensure that changes were understood and implemented efficiently.**

**We would highly recommend Profit Motivators because they are a team of professionals that make suggestions and provide support to staff for successful results.**

**Sincerely,**

*Vikki Marsh*

**Vikki Marsh  
President/Chief Executive Officer**

**VM/pk**