

First United Bank

May 7, 1985

Phil Martin, Chairman
M. Peter Henthorn, President
Profit Motivators International
40 Linden
Boulder, Colorado 80302

Dear Phil and Pete:

Just a note of thanks for your help. Our net operating income is up \$135,000 - at this point since the start of the Profit Motivators project at First United Bank. That translates to \$1,620,000.00 per year. Now that is not all due to the PMI project, but, lets just say First United has benefited considerably more than the \$250,000 to \$500,000 that was initially projected and we will not argue over small details.

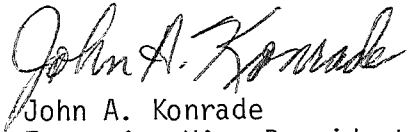
What I really want to thank you for is the spirit that you instilled in our organization. It started with the two management trainees that you used as project coordinators in our bank's management. You expanded it out with your training program and now with our management commitment it is touching every area of the bank.

We recognized that many of the recommendations that you made really came from our people who had not been able to get their ideas to senior management. We have established a junior officer "think tank" to continue what you started. (Phil, we are using your recommendation form, thanks.)

One last thing I would like to thank you for is your help in creating our ongoing road maps. The annual budgeting process you convinced us to commit to; the management operating report to monitor our progress weekly has given us the guides to continue the progress of your project. We know we have your support in the follow up program to aid us in continuing toward our goal of being the best bank in the State.

I just wanted to let you know that we at First United Bank really appreciate all that Profit Motivators has done for us.

Thanks again,



John A. Konrade
Executive Vice President
& General Manager

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