

# SENTINEL

## FEDERAL CREDIT UNION

March 13, 2003

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605-842-3581  
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Mr. Peter Henthorn, President  
Profit Motivators International  
2146 Linden Drive  
Boulder, CO 80304

Dear Peter,

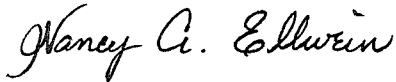
I would like to thank you for the evaluation that PMI has done for our credit union. You have given us the tools with which we can monitor the production in each department on a weekly basis rather than waiting for system financials two weeks after a month has ended.

PMI has given us many recommendations for cost savings and efficiencies, which if we follow should give the credit union a 2 for 1 return on investment. I also value the time spent in supervisor training. I feel that we will operate more as a team with what we have learned.

The staff training time that is now in place should benefit staff and members alike. I look forward to your annual return visits. Although the process was somewhat time consuming, the experience has been illuminating.

Thank you again for the work you have done for Sentinel.

Sincerely,



Nancy A. Ellwein  
President