

The First National Bank
in Sioux Falls

Main Office
100 S. Phillips • P.O. Box 1186
Sioux Falls, SD 57117-1186
605-335-5100



December 9, 1992

Mr. Peter Henthorn, President
Profit Motivators International, Inc.
2146 Linden Drive
Boulder, Colorado 80302

Dear Peter:

Too many times when a working relationship has been as positive as the relationship that First National Bank has had with Profit Motivators, it never gets down on paper. I wanted to make sure that the opportunity was not missed this time. Many things happened that would not have happened without your intervention.

You provided us with the opportunity to make some necessary changes to our operation that will have long range effects on our profitability. The centralization of several functions and the combining of some departments has allowed a more efficient and better trained (and cross-trained) staff. We will immediately benefit from the changes made to this point, and continue to benefit in years to come from the recommendations you made to the management team.

You have instilled a process in our management team to review requested changes (staffing, systems, equipment, etc.) with a broader awareness of the total impact each has to our Bank.

We continue to be very impressed with the broad base of banking knowledge possessed by your staff. This knowledge, when combined with the practical understanding of efficiency planning and profitability, made it very easy to establish credibility with our Bank's management and staff.

Thank you, to you and your staff for the time and effort that has been put forth in reviewing our departments and banking units. I have personally enjoyed the association with you and your staff and found the process to be a true learning experience.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Ronald W. Madsen'.

Ronald W. Madsen
Vice President &
Cashier

sjb