



June 10, 2008

Mr. Barry Banther
President
Banther Consulting
Tarpon Springs, Florida 34689

Dear Barry:

Thanks again for your wonderful keynote address at the PLRB's Tampa Regional Adjusters Conference. It was a terrific kick-off for our event. Among the participants' comments from our electronic evaluations were the following:

"Outstanding presentation"
"Good jump start to the Conference"
"It was inspiring"
"Good speaker and a great topic to start the conference"
"Excellent speaker"

Your message, including your practical examples of strategies for success, was a very appropriate topic for our claims professionals. Your delivery (without notes) was exceptional! You captivated the crowd and helped us start the event on a very positive note. Many attendees were attending a PLRB event for the first time, and your presentation was an outstanding welcome to the conference.

Thanks for your preparation work prior to the meeting, which ensured a direct connection with our audience. Thanks also for a wonderful evening at the Columbia Restaurant. You were a terrific host for the restaurant and for the city of Tampa, as you graciously welcomed our staff at Monday evening's dinner. It was a memorable evening.

We look forward to seeing you again when we are in the area. We were very well - served by your efforts and look forward to working with you again.

Best Regards,

Scott Powell
AVP, Education and Technical Services

3025 Highland Parkway
Suite 800
Downers Grove, IL
60515-1291
630.724.2260 Fax

Property Loss
Research Bureau
888.711.PLRB (7572)
630.724.2200
plrb@plrb.org

Liability Insurance
Research Bureau
888.711.LIRB (5472)
630.724.2250
lirb@lirb.org