

**Action Coaching**  
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Toby Harris  
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13 November 2006

Dear Toby

I am writing to thank you and your team for your ongoing support and help at Responsiva in helping us to grow our business.

From time to time we outsource our telemarketing and while there are many service providers out there, in our view the Responsiva team is the only one we would choose – your team is like an extension of our own. You have the values we look for: friendly, helpful, professional, honest and with integrity.

Whenever your team make calls for us, we are confident we are being presented in the way we would present ourselves. Not only that but also your services always represent a healthy return on our investment. Your team has conducted 8 marketing campaigns for us over the last year and we have always generated business as a result, with quality clients.

On a number of occasions, prospects and subsequently clients have commented how professional the person was who booked the meeting!

We look forward to continuing to work with the Responsiva team, Toby and are confident in recommending your services to others. Once again, thank you for your help.

**Mark Grant**

**Master Business Coach  
Director, Action Coaching England Ltd.**