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August 11, 2002

CB Richard Ellis Limited
87 Skyway Avenue, Suite 100
Toronto, Ontario M9W 6R3

Attention: Mr. Andrew Wright
Executive Vice President

Re: Exemplary Customer Service – Derek Gould

To Whom It May Concern:

I have worked closely with Derek Gould of CB Richard Ellis for a number of years on various real estate transactions. As it has been only a couple of days since the successful conclusion of our most recent real estate negotiation, I felt it would be appropriate offer a comment about Derek Gould and the terrific service he delivers.

From the beginning of our partnership, Derek demonstrated a high level of professionalism and always maintained timely communications ensuring the successful achievement of our goals. It is due to Derek's dynamic energy, goal orientation and dedicated professionalism that Maritz Canada Inc. has continued to engage the services of CB Richard Ellis and specifically Derek Gould for our estate transactions.

I would gladly recommend Derek to prospective clients as we are very pleased with his performance and we look forward to doing business with him in the future.

Yours truly,

A handwritten signature in blue ink, appearing to read 'Bruce Diack', written over a light blue horizontal line.

Bruce Diack
Facilities and Office Support Services Manager
Maritz Canada Inc.