

December 13, 2011

To Whom it May Concern:

I have known and worked with DeWayne and his team at Concord Consulting for over fifteen years. Over those years I have had numerous engagements with DeWayne working on strategic initiatives with my management team, the senior executive team and/or Board of Directors of the organizations in which I have worked.

Over the last 8 months at SCM Insurance Services, DeWayne has been engaged with our Executive Team and Board in assisting me in taking our "strategic planning process" to the next level. DeWayne facilitated an Executive "Strategy Retreat", assisted in developing the process and gathering strategic input from our Board and worked with the CEO and myself to develop an organizational leadership structure that will support our five (5) year growth plans.

We are an organization that historically doesn't invite "outside help" into our inner circle. DeWayne's professionalism, experience and facilitation process created an environment at our retreat and in our planning process that brought the best out of us both individually and collectively. The result was a broader and deeper awareness of our strategic strengths, weaknesses and opportunities. Our five year plan "Vision 2015" was approved by the Board in October and has been mobilized into a tool to guide the organization to our desired growth objectives.

DeWayne and his team continue to work with us on our follow up strategic action plans and we plan to utilize DeWayne at our Executive retreat in the spring of 2012. I think the continued relationship speaks loudly about how we value our relationship with DeWayne.

In a nutshell our experience with DeWayne has been a positive value-add investment. I regularly recommend DeWayne to business associates who are working on the same issues that DeWayne assisted our organization in confronting.

Yours truly,



Raymond J. Off
Chief Human Resource Officer
RJO/tw



101 - 5083 Windermere Blvd SW
Edmonton, Alberta
T6W 0J5

T: 780.930.5300
Toll Free: 1.877.859.0530
F: 780.930.5390

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SERVICES
www.scm.ca