



AmAssurance

Service 1st. Our Promise.

AmG Insurance Bhd
9th Floor, Bangunan AmAssurance
No.1 Jalan Lumut,
50400 Kuala Lumpur

Monday, November 09, 2009

Mr. Ken Ng
Principal Consultant

Atcen Sdn Bhd
D-05-12, Ritze Perdana Business Centre
Jalan PJU 8/2, Damansara Perdana
47820 P.J, Selangor

Ref: Power Outbound

Dear Mr. Ken

The purpose of this is to tell you how pleased we are with the positive influence that your training has had on our call floor/telemarketers.

Up until now, our telemarketers are positive and our sales had improved. We have noticed a dramatic turnaround for the weaker telesales executives, and it is clear to us that it is directly attributable to your training methods/exposures.

As for the more seasoned telesales executives, we have also noticed a general improvement of their sales attitude, and are motivating themselves and each other in general.

I feel that the changes implanted during the both training session have been dramatic that we wanted you and your esteemed organization to know.

Thank you.

Yours sincerely,

Chu Wai Yien
Manager, Direct Marketing / Telemarketing

cc: Ms. Andria Geni Adnani. Saw Lay Yong



AmG Insurance Berhad (003512-W)

Licensed Insurer. A member of the AmBank Group.

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