



Our reference : QP-ARB-HRD-01-011 (105)

Date : September 22nd 2005

Managing Director
ATCEN Sdn Bhd
Lot C-103A, Perdana Condo-Business Suites
Jalan PJU 8/1, Damansara Perdana
47820 Petaling Jaya

(Attn.: Mr Ernie Chen)

Dear Mr Ernie Chen,

A THANK YOU NOTE

It's a pleasure to work with people who know the meaning of customer centric and indeed ATCEN has it all. The 17 series of Creating and Managing the Customer Experience Workshop conducted for all ARB staffs has definitely created a sense of customer centric and how important their actions are towards the customers' well being. The 2 days workshop not only enlightened them with new knowledge and skills but also creating more WOW factors in their daily interactions with customers. Your team of excellent trainers has definitely rendered invaluable assistance and sharing of experiences through all the sessions, with great creativity and enthusiasm.

We sincerely appreciate your responsiveness and the friendly business relationship we have had with your company. We would highly recommend your training programs to others and we look forward to many more years of cooperation.

Thank you.

Yours sincerely,
AMANAH RAYA BERHAD

SUDIRMAN MASDUKI
General Manager, Corporate Services