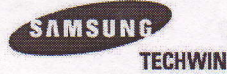


SAMSUNG TECHWIN CO., LTD.

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July 5, 2005

Mr. Jack Trytten, President
Insight Direction
200 East Delaware Place
Suite 14C
Chicago, IL 60611

Dear Jack:

I want to thank you for attending our national sales meeting in Chicago last month. Your thought provoking presentation to our sales partners stimulated some excellent conversation. While we have always heard about the "voice of the customer", sometimes it needs to be driven home for reemphasis.... and you captured our attention!

Great job! I'd highly recommend your message for any company with a product sold through a distribution network. Please feel free to use me as a reference.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Milton A. Pritts", written in a cursive style.

Milton A. Pritts
Vice President - Americas