

Grenoble, May 18th 2005

Peter Swead

Paramarq Limited

18b Charles Street

Mayfair, London W1J 5DU

TO WHOM IT MAY CONCERN

Peter Swead of Paramarq Limited recently undertook a highly successful survey of our UK customers.


He took time to understand our business and then guided us into agreeing an unbiased set of questions to ask our clients.

Peter clearly also understood our clients and their problems. He formed a good working relationship with them, winning their respect and questioned them discretely. As a result they imparted information that completed our direct feedback from them, which was the prime objective of the survey.

Backed by detailed data extracted from interviews he made several recommendations to us, which are of great value for the further enhancement of our customer relation and satisfaction. Peter was also able to communicate his findings and recommendations to our UK team in an objective and effective way, which will ensure they are understood and implemented.

His approach is straightforward and honest. We would strongly recommend both Peter and Paramarq to any organisation wishing to undertake a customer survey. We greatly value his work which is adding substantial value to our business.

Your faithfully



Franck Chevalley
General Manager