



October 20, 2010

Hi Michelle,

I hope you made it back safe and sound to Vancouver and that you had an enjoyable flight.

I just wanted to send you a letter to say thank you again on behalf of the GTA East Managers for an incredible hour you gave us on customer service and attitude adjustment. The managers have had nothing but incredible things to say about you and today they are still talking about you; which is very powerful. Your messages were motivational, inspirational and I know our managers are looking forward to sharing their DVDs with their service teams.

Your messages were fun and were things that we all can relate to either at work or at home, so thank you for that.

I am sure you will hear more from Scotiabank.

Thank you again,

Shannon Murdock
District Banking Manager, GTA East

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