



Bryan M. Millican
Executive Vice President-Sales and Marketing

January 5, 2005

Mr. Paul Templer
947 Columbia
Berkley, MI 48072

Dear Paul:

Words cannot express what a superb performance you delivered to our senior management in Naples, Fla. You exceeded our expectations with your presentation and were the highlight of our three-day event. Thank you so much for putting so much time and energy into the program you delivered.

I asked you to deliver a message that was applicable to our group and would fit in with our program on managing the process of change. And you did. Your address was the perfect keynote for our business meeting.

I asked you to captivate the attendees and deliver a message that they would really find compelling. Three weeks later they're still talking about your riveting remarks and how they have repeatedly referenced the tale you told.

I asked you to ensure that the presentation would be of value to all attendees, on both a personal and professional level. What a home run you hit with the group, including the spouses.

Mission accomplished, and kudos to you for helping Con-Way have such a successful conference. I look forward to working with you again in the near future.

Best personal regards,

A handwritten signature in blue ink, appearing to read 'Bryan Millican', with a stylized flourish at the end.