



**Capital Communications
Federal Credit Union**

Together. We can.™

Main Office and Mailing Address

18 Computer Drive East • Albany, NY 12205-1168
ph. (518) 458-2195 | (800) 468-5500 | fax (518) 458-2261
capcomfcu.org

Other Branch Locations

Clifton Park • Cohoes • Colonie • Glenmont •
Latham
Niskayuna • North Greenbush • Waterford

June 9, 2008

Stuart Levine & Associates LLC
100 Jericho Quadrangle, Suite 111
Jericho, NY 11753

Dear Stuart and Harriet,

Capital Communications Federal Credit Union is actively improving our workplace effectiveness as a result of ***Cut to the Chase*** and the ***Six Fundamentals of Success!***

Our organization has doubled in size since 2004, which has forced us to re-engineer our Credit Union's way of doing business while maintaining two critical success measures: Great Places to Work* and #1 in Member Satisfaction**. As such, change and creativity are the norm for us!

Our senior management team has been using the ***Cut to the Chase*** principles since 2006. In 2008, we kicked off a company-wide service training and development initiative. Stuart Levine was the first partner who came to mind as a keynote trainer, based on the book's effectiveness with our senior team. Stuart's training was timed after the conclusion of a five-month classroom training program, and as a segue into management training and employee self-study initiatives.

Stuart's presentation couldn't have been more timely or impactful. The principles from ***Cut to the Chase*** were delivered by Stuart in a way that everyone from top management to new associates could equally understand and apply to their positions. Stuart's knowledge and passion were clear in his program delivery.

As a result, our organization is buzzing about the ***Cut to the Chase*** and ***Six Fundamentals*** training. Follow-up plans are already in place to keep the message alive. We truly believe that the concepts in Stuart's books are timeless and will morph with us as we continue to grow.

I would be remiss if I did not also state what a pleasure it was to work with Harriet. The creativity and organization Harriet showed was impressive and made planning and implementing the training smoother than expected. She immediately understood our corporate culture and how to best deliver the program. Harriet does not miss any details!

Thank you again for the program, but more importantly, for the privilege of working with two professionals who have earned our utmost respect. You have brought tremendous value to our organization. We look forward to future endeavors together!

Sincerely,

Melissa Feck