



October 18, 2007

Thank you for the opportunity to offer my enthusiastic endorsement of Diana Garren of True Perceptions, Inc., a business image consultant who I met in the summer of 2005 when she made a presentation for a local meeting of the Florida Association of Licensed Investigators (FALI).

At that time, I had been in business for four years and was beginning to feel the pain of uncontrolled growth, and the need to formalize our policies and procedures. We wanted to accommodate future growth and to maintain the high level of quality service we take pride in offering to our attorney/clients. Diana's presentation that evening was enlightening and encouraging. She spoke about many of the issues that were causing us so much grief at that point in our business, i.e. lack of formalized procedures, a haphazard approach to working cases, inconsistent work product to our clients, and not knowing critical information about our clients.

We retained True Perceptions, Inc. in October 2005 to assist us in establishing appropriate business practices. The results have been nothing short of miraculous. At the time, our company had two full-time employees (myself and my wife/partner) and one part-time employee. We were in a 475-square foot office. As of October 2007, we have four full-time employees, two part-time employees, and anticipate adding another full-time position in January 2008. Our revenue has almost doubled, and we were forced to find larger office space. In August, we moved to a 1200-square foot space in the same building.

Personally, Diana is diligent, focused, and motivated. At times, we were overwhelmed with the magnitude of the tasks we were undertaking, but on every contact, Diana was able keep our feet firmly grounded while helping us clear our vision for what we were trying to accomplish. We owe her a great debt of gratitude that far exceeds the fees paid to True Perceptions. She has made us not just better business owners, but better people in the process. We are grateful to her and highly recommend her to you. She is currently working with at least one other agency in our area who is also experiencing similar growth and results.

Should you have any questions about our experiences with Diana and True Perceptions, please do not hesitate to contact me. Please visit our website www.completelegalinv.com for an opportunity to review some of the work that Diana has helped us to accomplish. Our business and our management skills have improved tremendously due to her assistance.

I wish you the best success in your ventures.

Very truly yours,

Mark J. Murnan

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