

CONWAY CAHILL-BRODEUR

FUNERAL HOME

October 20 2004

Lezli Censullo
10 Glenlake Pkwy. NE
Atlanta, GA 30328-3473

Dear Lezli

As much as I am devoted to continuing education in whatever endeavor I am involved with, I was not looking forward to spending a week in a hotel conference room in Woonsocket, RI.

In credit to Mark Robbins the days flew by at a surprising rate. The teaching method provided a thorough understanding of the material. This was one of the most effective leaning experiences that I have encountered

The content of the new consultative approach to selling pre need was presented in a detailed and comprehensive manner. Mark presented the new Assurant philosophy with patience and expertise.

I was so impressed by the result of this conference that I would recommend applying it as continuing education for all Assurant pre need counselors. I have already experienced an increase in confidence in my sales presentations that this training has provided me .

Working in a small group of counselors enabled us to role play using the new consultative approach. This also provided the opportunity to critique each other's work. I found this teaching method to be very effective. .

I came away from this conference with a wealth of information and new tools to make me a more successful sales consultant. My thanks to Mark Robbins and Assurant for a willingness in taking a new direction that can be applied immediately and effectively.

Sincerely,


Carolyn Rosenfeld