



**RBC**  
**Royal Bank**

**Richard Schwan**  
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Walter S. Sanford  
559 S. Washington Avenue  
Kankakee, IL 60901

Dear Walter,

On behalf of my team of mortgage specialists I want to take this opportunity to sincerely thank you for the absolutely outstanding presentations you delivered in February.

Our goal was two-fold.

- First we wanted to **heighten the awareness of our team** of specialists throughout the province of Saskatchewan.
- Second, we wanted to learn ideas that would **add value to our service**, and in turn, earn us business from the top-producing realtors in Saskatchewan.

After our mortgage specialists invited realtors to attend the presentations, I was thrilled to see that the number of realtors attending was more than double our initial expectations. In fact, we drew top-producing realtors from 8 cities/towns, some of which drove over 250 miles to learn the secrets of Walter Sanford!

So, did we achieve our goals? Well, we certainly heightened the awareness of our team. With the overwhelming number of top-producing agents in attendance, we captured the attention of our most important centres of influence in the Province. You could tell by the note-taking, the excitement in the room, and the cards of thanks that followed, that your passionate, and often humorous, presentations made a tremendous impact on the people who mean so much to our business. If our team of specialists was unknown in some parts of the province before, you can bet that everyone knows who we are now!

Our second goal was earn referrals by learning to incorporate value-added service to our partners in the real estate industry. I'm elated to report that not only does my team have a renewed passion for delivering exciting new services to our partners, but within a month of your presentations, we received at least one referral from about half of the top-producing agents who attended.

Walter, it was a pleasure getting to know you and some of your secrets. It was equally gratifying to see how you ignited my team and delivered an electrifying presentation to our partners in the industry. Your success provoked interest, your experience added credibility, and your humour was the icing on the cake.

Thank you very much for sharing your enthusiasm and secrets for success. My team will reach new heights this year and you have greatly contributed to our anticipated success.

Sincerely,

A handwritten signature in black ink, appearing to read 'Richard Schwan', with a horizontal line underneath.

Richard Schwan  
Manager, Mortgage Specialists  
Saskatchewan Region