



Perfect moments, always

J T B International, Inc.

LOS ANGELES OFFICE

19700 Mariner Avenue
Torrance, California 90503, Suite 202
Tel: (310) 406-3100
Fax: (310) 406-3105

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Dear Mark

On behalf of JTB Americas group, I would like to extend my deepest appreciation and thank you for your participating in our JTB Annual General Managers meeting. I really appreciate that you were able to attend our meeting on such short notice and to have customized your presentation to accommodate our needs. Since the meeting, I have received excellent feedback from the participants and many continue to talk about your presentation on various occasions. You really got us inspired to think outside the box and gave us simple, but not always implemented, techniques in building a winning team. The four commitments you taught us were exactly what we needed to hear in preparation of building the bases of our new company.

I look forward to hearing your presentation again someday soon !

Sincerely,

A handwritten signature in black ink, appearing to read 'Yoshinori Himeno'. The signature is fluid and cursive, with a large initial 'Y' and 'H'.

Yoshinori Himeno
President and CEO, JTB Americas, Ltd.