



LEGACY

FINANCIAL GROUP

To Whom It May Concern,

I attended the "Birds" seminar and was very impressed with Mr. Novak's training. As a CPA I have extensive education and experience to offer quality services to my clients, too often most CPA's focus on the numbers and not on effective communication. It wasn't until after I attended Mr. Novak's training that I realized that there were many areas of my business that could be dramatically improved by focusing on effective communication. His easy to use and retain methods showed me how to connect with each client and build a better rapport for long lasting business and personal relationships. Not only has my client base increased, but managing my staff has become much easier because of Mr. Novak's methods. I would highly recommend this training for any CPA who wants to increase communicating effectively with current and new clients, increase their client base, and take the stress out of managing their staff.

Sincerely,

Edwin S. Fernandez, CPA/PFS