



Andrews Federal Credit Union

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July 24, 2007

Dr. Drumm McNaughton CMC®
The Change Leader, Inc.
5001 San Jacinto Circle East
Fallbrook, CA 92028

Dear Drumm,

I want to thank you for building such a thorough assessment process for hiring our key executives.

I strongly believe that you were able to do such a fine job for several reasons. First, you are knowledgeable about how organizations develop and implement business strategies – you see the big picture, and can analyze how all the pieces fit together. Such skill in one person is rare.

Second, you are knowledgeable about the hiring process, and were able to apply that knowledge to develop a top rate assessment tool for predicting good and bad hires. Your assessment tool provided us a clear understanding of candidates' qualifications and their ability to function in a senior executive role such as Chief Operating Officer. We appreciate having the tool to help us make an informed choice.

I am impressed with your skills, abilities, and ethics, and would not hesitate to recommend you for organizations desiring to redesign their HR and hiring processes. I look forward to working with you in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Damita Robinson', is written over a light blue rectangular background.

Damita Robinson
Senior Vice President