



The Federation of Ophthalmic and Dispensing Opticians

Company Limited by guarantee in England No. 368950 - Registered Office

Mr R Wyatt Haines
Performance Insight
The Rocklands
Chudleigh
Devon
TQ13 0EA

26 July, 2007

Dear Richard

Although I have expressed my thanks in person for the wonderful work you did as facilitator for the conference *Dignity and Independence - Transforming Eye Care for Older People* I wanted to put my thanks in writing too.

You were excellent – in preparation, on the day and on the follow-up to the event. You engaged the delegates immediately, maintained their enthusiasm and focus and made an invaluable contribution to the success of the conference – even standing in at one point for a speaker who could not attend. Brilliant!

I hope that we have an opportunity to work together in the future.

With many thanks for all your hard work and very best wishes,

A handwritten signature in black ink that reads "Anne Fedrick". The signature is written in a cursive style with a horizontal line underneath.

Anne Fedrick
Member Services and Communications Manager
FODO