

# CIC INSURANCE GROUP LIMITED

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8<sup>th</sup> April 2011

The Chief Trainer/Consultant  
Newtimes Business Solutions  
Utalii House, 3<sup>rd</sup> Floor, Uhuru Highway  
**NAIROBI**

Attn: Mr. Mwangi Wanjumbi

**RE: CUSTOMER RELATIONSHIP MANAGEMENT TRAINING 16<sup>TH</sup> -  
18<sup>TH</sup> FEBRUARY 2011**

We received and reviewed the recommendations from the Relationship Officer who participated in the above course, and hereby register our satisfaction with the outcome of the training.

We appreciate the practical approach to the training whereby your trainers blend business theory and practice. After the training, the presented some invaluable recommendations, which will be shared with our customer relationship champion who for implementation.

Consequently, we would not hesitate to recommend your company to others wishing to benefit from similar programs as we look forward to participating in your other programs that may be appropriate to our needs.

Yours Sincerely

  
A. W. Njoki  
**HUMAN RESOURCE MANAGER**



**CIC INSURANCE**

*We keep our word*

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