



H&R BLOCK

tax and financial services

Thomas L. Zimmerman
President
H&R Block Tax Services, Inc.

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Doug Hanson
Hidden Resources
6021 Pine Meadows Drive
Katy, TX 77493

Dear Doug:

I would like to personally thank you for presenting your *Powerful Beyond Measure* seminar to more than 2,000 H&R Block associates this year. Your message helped to motivate and change their perspective on what a person can achieve individually and collectively when working together and supporting one another.

Not only were your lessons insightful from a business standpoint but also several of your stories touched my team on a personal level. I've received several messages throughout the year from our associates who attended and experienced your seminar for the first time; you truly changed people's lives. Here is just a sampling of how your energy, enthusiasm and teachings were defined by some of our associates.

"The day I was able to spend with Doug was one of the most pivotal and emotional days for personal and professional growth that I have experienced. My "day with Doug" will always be one that I remember as a day of change for my whole life. A day to start looking at life as a gift and not a challenge, as a relief and not a burden. He motivated and inspired me to truly be the best person I can be for all people who touch my life, personally and professionally."

Tammy Jenz – District Manager

"I felt the presentation that Doug Hanson gave was truly inspirational. He made a huge impact on my relationship with my family, my friends and co-workers. It is as though I have found a new energy that helps me keep a positive drive. I have never been so motivated to change my life and have newfound hope of being a better person. I truly believe that he was correct when he said there were two kinds of people in the world, "those that brighten up a room when they walk in and those that brighten up a room when they walk out." Well, I've chosen to brighten up a room when I walk in."

Alan Page – District Manager

"Simply put, I loved it. The thing I'll remember the most is not so much the breaking of the boards, but the experience surrounding that. Our region in a circle, everyone cheering and banging their boards together. Watching these people, who one second before didn't think breaking a board was possible, jumping up and down like little kids at Christmas when their hand went through the board. Then after we were finished, going over to the other regions and cheering on people you didn't even know. It was quite moving!"

Doug Spalding – Regional Marketing Manager

Each year we face changes and challenges as we prepare for another tax season. This year I feel that our associates responded positively to both because of your contribution. You provided them with several tools to help them overcome the everyday challenges and find ways to have "fascinating" days instead bad days. Your presentation style is one that reaches out and touches everyone. The passion that you project pulls everyone into your energy which gets attendees to participate willingly in activities such as your famous "WOO Clap," YES Chants and of course the most unforgettable aspect of your session, the board breaking exercise.

We are looking forward to another record year and I want you to know that your powerful presentation and insightful messages helped to put our associates in the right frame of mind to make it happen!

I wish you success and hope that you continue sharing your message with others and that our paths cross again in the near future.

Sincerely,



Tom Zimmerman

TLZ/sp