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Your Ref:  
Our Ref: CSIB 54/10/V1  
Date: 10 Mar 2011

Mr Shawn Jethmal  
Trust Management Centre  
One Fullerton, 1 Fullerton Road  
Level 2, Singapore 049213

Dear Mr Jethmal

**LETTER OF APPRECIATION**

Thank you for conducting the 9 runs of 1 full day Body Language Workshop for our officers from Feb 2011 to Mar 2011.

2 We had received positive feedback from our officers about the trainer and content. I think our officers had enjoyed the course.

3 We thank you for helping us to achieve the objectives in terms of teaching them to interpret non-verbal signals.

4 Thank you.

Yours sincerely

JOYCE LIM  
HEAD CHECKPOINT SERVICES & INVESTIGATION BRANCH