

## Nick Baxter @ MP

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**From:** Cathy Blackburn [cathy.blackburn@centaur.co.uk]  
**Sent:** 07 February 2008 16:44  
**To:** 'Nick Baxter @ BBC'  
**Subject:** Customer Retention in Mortgages 30th- 31st January 2008

**Follow Up Flag:** Follow up  
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Hi Nick

I would like to extend a warm thank you for speaking at Marketing Weeks recent Customer Retention in Mortgages conference. It was great to meet you.

Thank you for taking the time out of your schedule to prepare and attend and I hope that the experience proved worthwhile for you and your company.

The average score for your presentation was as follows:

Content: 1.7    Style: 1.4

1 = Excellent      2 = Good      3 = Fair      4 = Poor

Some of the comments about your presentation as follows:

Thought provoking and energetic

Great use of examples especially from other industries

Excellent, a natural speaker

Some overall comments about the conference as follow:

Very topical conference and incredibly relevant to my role. Very thought provoking.

A very interesting conference, well structured and informative.

Please do not hesitate to get in touch if you have any questions.

Kind regards

Cathy

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