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13 January, 2000

Jim Clemmer, President  
The Clemmer Group  
10 Pioneer Drive, Suite 105  
Kitchener, Ontario  
N2P 2A4

Dear Jim,

I am pleased to provide written feedback regarding your participation at last years McNeil Consumer Healthcare Strategic Planning Session. As I previously mentioned, by all measures the meeting was very successful. Feedback was very positive, and there was a commitment by Mr. Mitchell, our President, to harness the enthusiasm and dedicate resources to the topic of E-business.

Your contribution to our planning meeting was significant. The effort applied in advance to understand our organization translated into a super presentation, targeted directly at the audience. The Transformation Pathways discussion provided a great framework for our subsequent workshops.

Sincerely,

A handwritten signature in blue ink, appearing to read "P. Cummins".

Peter J. Cummins, B.Sc.PhM, M.B.A.  
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