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June 18, 2010

Re: Director – Client Care Announcement

It is with pleasure that I formally announce the appointment of Dario Pranckevicius as Director – Client Care for Carlton Group effective immediately.

For the last 8 years, Dario gathered experience as a manager in the fields of sales administration, marketing and customer service. A Six Sigma advocate, Dario successfully managed several process improvement projects in a multitude of industry including consumer goods, manufacturing and distribution.

An alumnus from the University of Miami, Dario obtained his MBA degree in 2006 with specializations in marketing and management science. His graduation project was published as an academic-practitioner article in the Journal of Advances in Management Research. Also in 2006, Dario was certified as a Six Sigma Green Belt.

Prior to joining Carlton Group, Dario worked at the largest appliance manufacture company where he was responsible for the entire client care operation. The impeccable performance of this operation created high levels of customer satisfaction as well as repurchase, cross and up sale intentions.

At Carlton Group, Dario's mission is to further evolve our world-class client care centre. His focus will be aimed at enhancing processes and implementing improvements to increase the performance of the operation, which will further strengthen our already strong customer satisfaction rates.

Dario's contact information is listed below.

Dario Pranckevicius
Director – Client Care
W: 905-477-3971 ext. 226
dariop@carlton.ca

Best Wishes,

A handwritten signature in black ink, appearing to read 'Ron Benegbi'.

Ron Benegbi
President
Carlton Group Ltd.

