



FEMA

RSLG-MOS-DV

May 12, 2004

To Whom It May Concern:

I have recently been thinking back to a little over two years ago, in April 2002, of a very convincing Stress Management Training Program I had the good fortune to attend – “**STRESSERCISE™ for Life**,” presented by Rachel Rolfes. I had been involved in an extremely stressful period of my life in responding to and working in New York City in response to the 9/11 attacks, as well as having just returned from supporting the 2002 Winter Olympic Games in Salt Lake City, Utah. The stress-rating scale offered during the workshop showed me over 50% above the acceptable threshold. I was very likely to suffer a major physical or emotional illness.

I needed help.

Ms. Rolfes’ presentation proved to be not only timely then, but has proven to have had a lasting benefit on life even now. My stress rating has dropped over 35% to a now-moderate risk. I seem to be more focused on what is within me rather than what is around me, which promotes a very calming feeling. This in turn seems to have had a calming affect on those around me. Another significant benefit in my life was the loss of over 40 pounds within eight months of receiving this program.

I’ve spoken to several of my employees, as well as other folks who were in the April 2002 presentation – their lives have been permanently changed for the better as well. Some have experienced permanent weight loss; virtually all have permanently changed their eating habits; virtually all feel that they can better deal with both situations that they feel are particularly stressful, as well as daily mundane situations that unwittingly lead to stress; and, virtually all feel much better about themselves for having attended **STRESSERCISE™ for Life**. The ongoing personal follow-up Ms. Rolfes offers has been much appreciated and a key contributing factor to our high success rate.

Speaking very personally, **STRESSERCISE™ for Life** proved to be a truly life changing experience for me at a time when I really needed a relief from the stress I had been under, and was continuing to feel. I fully expect the long-term effects to continue to remind me that I really am in control of my life. I would highly recommend the **STRESSERCISE™ for Life** initial program and follow-up sessions. I feel that the tangible lasting benefits are tremendous!

Most sincerely,

A handwritten signature in black ink that reads "Norman W. Winterowd". The signature is stylized and cursive.

Norman W. Winterowd  
Chief Program Officer