



September 11, 2012

Hello Everyone,

I wanted to touch base with all of you since we're due for our next Franchise Owner's call. Scheduling has been a bit more challenging than usual, however I expect to have a date and time in the next day or two. I'll send the invite as soon as attendees are confirmed and the time is set.

The "Better Together" Lunch and Learn for all franchise market associates, discussed on our last call, will be held as scheduled this **Wednesday at 11:00 am EST**. Chris Trick will facilitate the call. The line is being set-up and will be distributed shortly.

As you are aware, the initial meetings with the sales leaders began last month. While we are completing this round of meetings and planning the follow-up meetings, calls and tasks, our sales force is working hard to stay in touch with clients and introduce our dual brand offerings. That being said, we're aware that our franchise markets may have local accounts with strong relationships where you are managing their business (or portions of business), or have some exclusivity in your markets, etc. In order to be sensitive to the relationships you may already have, and avoid confusion with the client, we'd like to capture these clients on the attached spreadsheet. I will compile a master list to be reviewed by the East and West VP's of Sales. This way, they will be able to identify any account with strong relationships in your local market and contact your office for go-forward strategy.

Please ask the GM's or DOS's to complete the attached worksheet with these accounts and return it to me by COB on Wednesday. As always, if you have any questions, let me know.

Warmest Regards,
Suzanne