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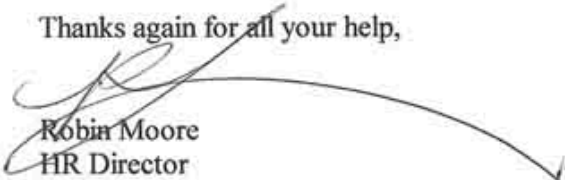
January 9, 2004

Insight Worldwide
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I want to thank you for enlightening us with "Insight". We have only used it for three months but have found it to be very helpful. At first we still chose candidates even if they came up with a fractional warning (or what appeared to us to be fractional). One especially comes to mind. It was the son of one of our Managers who came highly recommended. When he took the survey it came up with a red flag, which everyone insisted just proved these type of tests to be inconsistent and not true to fact. Well, he lasted about three weeks for the very reasons the survey indicated. He was not the only person we let slip past the results of the survey for various reasons. Usually it was because of the manager's instincts that this was a really GREAT person and we needed this person on our team. ALL who had a red mark on your survey and were hired anyway are no longer with us. After only three months of using Insight I don't let a single person slip through without taking and passing in all blue.

The "Insight" survey is the first thing every individual must take prior to us sending him or her for a drug test or doing a background check. We were testing them, sending them off for their drug test while doing the background check and reading the results from all at the same time. We found that the ones who didn't pass the drug test had also indicated on their survey that they "might not pass a test today but could in a week or two". Surprise, surprise, no one believed that anyone would answer these questions honestly; obviously it's the way they are phrased. We are now getting the employees we need and want. We are also saving quite a bit of money by not sending anyone to a drug test or doing a background check on them until after we've read the results of the survey!

Thanks again for all your help,


Robin Moore
HR Director
Capitol Auto Group