

Flecke & Polter GmbH,
Seeberg 16,
86938 Schondorf
Germany


February 10, 2011

Dear Stefanie and Peter,

With reference to the training with my commercial team I would like to thank you once again for the successful course. It was the best sales training ever attended by the employees of ING Securities Services. Not only did the training provide the theory with a good combination of interactive practicing, but it was tailor made by the trainers which resulted in the success. The additional benefit of the course was to notice the intensified commercial business attitude of the participants.

It was more than training.....

Yours sincerely,



Lilla Juranyi
Global Head Investor Services
ING Commercial Banking