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To whom it may concern:

I have worked with ICM at various conferences for several years. I find the service level to be atypical of most organizations in that it takes on more of an extension of our organization.

Although we realize that ICM serves the needs of the group it represents, the organization manages to adapt to our unique needs at every turn and to warmly accommodate special requests. This encourages us to participate in some events when we might otherwise choose alternatives simply because the convenience of the process from end to end is so seamless that we find it an easy decision.

Another quality that I particularly enjoy is the flexibility offered in sponsorship opportunities. Our company has grown rapidly in seven years from one that could barely afford to pay the base exhibit fee to one that carefully selects sponsorship opportunities. ICM helps to guide us in the choices that make sense for an organization of our size and they allow us to grow in our participation from year to year. We feel a genuine sense of fairness in the way in which our participation is handled.

I would highly recommend the services of ICM to any organization considering the services of ICM.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael J. Monk', with a long, sweeping underline that extends to the right.

Michael J. Monk
V.P. Marketing and Business Development