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March 13, 2007

The Chaos Over program has helped my firm since we started working with Chaos Over more than ten years ago.

In the first three months after we started the program, we experienced a thirty-five percent reduction in non chargeable time. Our lost efforts dropped from more than 300 hours per person per year to less than 200. We more than doubled our employees' average pay in twelve years.

In every overload crisis since I first attended the seminar, I have used the Chaos Over organizational techniques to focus. I quickly resolved the smaller problems and focused attention on the main jobs. I worked using schedules which I prepared with the tools I learned. I did not worry about the things I had to do; I did them.

Every person who has worked for my firm goes to the program. No matter how busy or overloaded we are, it never looks like it to an outsider.

You asked me about the return on investment. I cannot measure the return on investment. I got the money back in a month or two, and I have been on the program for more than a decade.

I cannot attribute all of the good things that have happened to us to your program, but I can say this, "Stress reduction as a direct result of the Chaos Over program may be the single largest contributing factor to our year to year retention of staff and clients. Our annual retention rates for clients and employees average 94%." That 94% retention translates to fairly incredible results. An employee who is here today will probably still be working here in ten years. That is true (on the average) for every employee who is here. A client we are working on today will probably still be one of our clients in ten years. The personal organization skills which the program provided certainly contributed to those results, and those results are the main factor in our profitability.

I have not had to schedule the work for my staff for ten years, and when one of my people forgot to file an extension last year, that was the first time it happened since we started with the program more than ten years ago. During that time, we filed 25,000 timely returns. Nothing is perfect, but 24,999 and 1 is a pretty good record for a firm where the busiest partner devotes no time at all to staff scheduling.

I have sent many referrals to Chaos Over, and I have taken calls from your potential customers whenever they call. I take the calls as a method of saying thank you. I wrote this letter to say thank you. Use this letter in your promotional materials if you like. All the best.

Sincerely,



A. Lee Anthony, CPA

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