

August 2008

To Dual Point Consulting T/A Ndwandwe Consultants

Dear Mr Ndwandwe,

This is letter serves to register our satisfaction with your service as a management consulting company. Thank you for all your efforts and professionalism in assisting Coca-Cola South Africa to map out marketing processes.

Your process mapping skills, tools and techniques have allowed us to now effectively understand in detail the functional roles and responsibilities in executing our strategy. Your engagement, level of detail and listening skills were invaluable to us, this is said against a background, comparison and our experience with other management consulting firms.

To this end, I am happy to let you know that all employees that interacted with you and your staff have nothing but good to say about your organization.

Thank you for adding value and living up to your tag line of a sharper focus. Once again, our sincere appreciation and we look forward to working with you again.

Sincerely,

Colin Makala (Mr.)

Customer & Commercial Leadership