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March 19, 2001



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To Whom It May Concern:

**Re: Bison Customized Software**

We have utilized the services of Bison Customized Software ("Bison") since October 1997.

During this time, Bison has written and implemented a complete re-write and upgrade of our pre-existing operations software both for Rent All Super Centres and for Shapes Fitness Centres (our affiliated group of companies managed out of our offices).

The most recent software upgrade of our operations software was to 32 bit FoxPro for Windows.

The performance of the software to date has been excellent and the conversion process from our old software system was one of the smoothest I've experienced.

Since the implementation of Bison's software, we have experienced minimal software problems. Further, we have requested many enhancements and add-ons from Bison and have received timely and reliable service in each instance.

Bison's conscientious approach to their work, their dedication, and their record of performance detailed above allows us to rate Bison as a highly recommended service provider.

If you have any questions regarding our experience with Bison, do not hesitate to contact the undersigned.

Sincerely

A handwritten signature in black ink, appearing to read 'Bruce Cameron', is written over a light blue horizontal line.

Bruce Cameron, CA  
Chief Financial Officer