



# Cavmont Bank

3 January 2011

To whom it may concern

## **TERRY MEYER – LEADERSHIP SA**

As a bank which has recently embarked on a repositioning process, we decided to procure the services of Terry Meyer (Leadership SA) to assist us with the facilitation to look at the strategy of the organisation as well as the cascading of identified strategic themes into a first level Balanced Scorecard.

The process involved numerous interactions with senior management during which, amongst others, the following processes were facilitated:

- Discussion of the competitor environment and identification of key competitors (in liaison with Business Intelligence)
- SWOT analysis
- Revision of our Vision, Mission and Values
- Revision and identification of our target Market Segments
- Discussion of our products and services
- Discussion on the importance and application of Leadership

Terry managed to get full participation from the group, facilitating but not "overwhelming" discussions. The process became even more productive when we used him for a subsequent session 9 months onward as there was complete buy-in from the participants from the start as he was already known within a large segment of the group.

Documentation produced for our organisation as a result of these interventions is dynamic and is adding value on a continuous basis. Terry is a professional through and through and his comprehensive knowledge and experience should make him a winner for any type of organisation.

Yours sincerely

**Johan Minnaar**  
Managing Director

**Directors:** Mr. Willa Mung'omba, Chairman. Mr. Johan Minnaar, Chief Executive Officer. Mr. Johan Swanepol. Mr. Koos Brandt. Mr. Tom Ryan. Mr. Joseph Ngosa. Mr. Paul Cave. Mrs. Chitupa Muzariri. Ms. Charity Mwansa, Company Secretary

**Cavmont Bank Limited Incorporated** in the Republic of Zambia Registration Number: 26788