

I BELIEVE SERVICE
creates value for others.



Investment Overview

For over two decades Ron Kaufman has helped companies on every continent build a culture of Uplifting Service that delivers results year after year. Making transformation his mission, Ron is one of the world's most sought-after educators, consultants, thought-leaders and customer service keynote speakers.

Ron customizes every speech, presentation and workshop with relevant examples and ideas, citing current best practices inside and outside your industry. He will engage, educate, and inspire your audience to take practical action steps and achieve valuable service results.

Fees shown are current on January 1, 2013, and are subject to change.

1. Professional Fees

GLOBAL (including North and South America)

- \$30,000 (USD) per full day event.
- \$25,000 (USD) per keynote presentation, or half-day event.

ASEAN

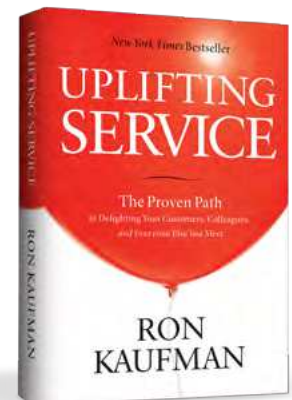
- \$25,000 (USD) per full day event.
- \$20,000 (USD) per keynote presentation, or half-day event.

SINGAPORE

- \$25,000 (SGD) per full day event.
- \$20,000 (SGD) per keynote presentation, or half-day event.

"I have never seen anyone put so much valuable information in such a short period of time and do it so delightfully."

HARVARD BUSINESS SCHOOL
Paul Snider



The New York Times

BESTSELLING AUTHOR



Investment Overview (continued)

2. Travel to locations outside of Singapore

- Two first class roundtrip airfares. Ground transportation.
- Hotel, food and beverage, Internet access.
- Country visa charges, if any.

3. Video Recording

- Video recording of Ron's presentation is available. An additional 10% of Ron's professional fee applies.
- Recordings are for your internal use only and not for sale, lease or distribution to any other organization without written permission.
- You agree to provide Ron Kaufman's office with direct access to the video recording team to ensure quality and to secure one highest quality recording from each camera used. Ron may show selected non-confidential video clips for promotional purposes.

4. Participant's Materials

- A \$36 (USD) materials charge applies for each person attending a Ron Kaufman event, including one copy of the *New York Times* Bestseller *Uplifting Service*, one packet of 'Keep it UP!' Service Recognition Cards, and one *UP! Your Service* notebook.
- Delivery charges from Ron Kaufman's office including duties and taxes to be paid by your organization. You may provide your own courier account, or charges will be invoiced to your organization.

5. Confirm Booking

- A non-refundable 50% deposit of the professional fee required to confirm a date. Balance plus expenses due three weeks prior to the event date.
- Cancellations 30 days or more prior to the booked date receive full credit for any deposit paid, redeemable towards another event with Ron Kaufman within one year from the original booked date.
- No credit for cancellations less than 30 days before booked date.

6. Payment

- Fees are payable by wire transfer and are net of any withholding, local, state, country or other taxes which may apply as well as any wire transfer or other bank charges.

"Extraordinary! Our delegates gave Ron the highest scores of any speaker over three days."

ASIA PACIFIC LIFE INSURANCE CONGRESS
Robert Young

"Ron Kaufman helps us fly high!"

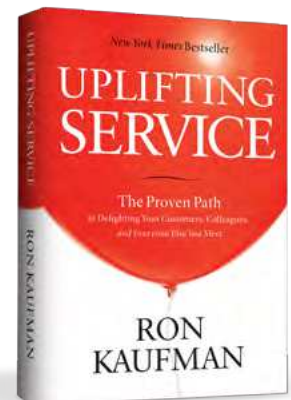
SINGAPORE AIRLINES
Sim Kay Wee

"Ron opened our eyes to things we can change to add tremendous value for ourselves and others."

GOOGLE
Sandra Leung

"Ron's energy and enthusiasm for service leaps off the stage."

STANFORD UNIVERSITY
Cindy Williams



The New York Times

BESTSELLING AUTHOR

