



Business Administration and Computer Skills
Hamilton House, 80-88 Collingdon Street
Luton Bedfordshire LU1 1RX
Telephone: 08450 777770 Fax: 01582 486289
Opening times: Monday - Friday, 9:00 AM - 5:30 PM

25 February 2010

Mr Ian Watson

Dear Mr Watson

Re: AN3042506H

WITHOUT PREJUDICE

Further to our letter dated 21st January 2010.

A number of the enclosures that you have sent with your previous correspondence were addressed to a Mr Ager and not to yourself. The Marketing Company, Multimedia Computer Training, whom we use for the marketing of our courses and enrolment of our students have confirmed that Rob Ager, who is not a student of ours, was found to be inciting and encouraging students (and in some instances non-students) to write to our business partners. Please visit www.vimeo.com/9140994 to view a video regarding Mr Ager's claims.

Multimedia Computer Training looked into Rob Ager's background and discovered that he has been:

1. Banned 3-times by YouTube;
2. Accused of being a racist;
3. Investigated and sued by Twentieth Century Fox as well as Warner Brothers, Disney Group and Universal Studios.

The latter are all pursuing him for copyright infringements. Furthermore Vimeo and MoneySavingExpert have banned him and YouTube has removed him for inappropriate content.

There seems to be growing sentiment that information sourced from the Internet should be verified three times elsewhere before being believed. We wholeheartedly endorse that view. Therefore, we can confirm that we are not prepared to accept a cancellation of your course on the basis of the information, which has been supplied to you. However we will be using the documentation you have supplied to us as evidence to support our claim against Mr Ager in the courts.

We note that you have been virtually incited by Robert Ager directly/indirectly to pursue your complaint on the above basis but in our view without any foundation. If however you approached us on genuine grounds for a cancellation albeit compassionate/goodwill gesture basis we would be happy to consider the matter, as your application will then become genuine. On the other hand to pursue the matter on the basis of Mr Ager's untrue statements will be deemed by us to be an act of aiding and abetting in the unlawful act of making defamatory publications.

We would kindly refer you to the enclosures with regards to the Internet and our courses. We must remind you that the quality of our training is next to none and this is reflected in the enclosed booklet titled Focus On Jobs, which speaks for itself.



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Yours sincerely

A handwritten signature in black ink that reads 'D. Donald'.

Customer Services Co-ordinator
