

Corporate Combat® has helped businesses of all types and sizes resolve issues ranging from complicated fraud to simple theft. Our clients have learned the value of background checks, pre-employment screening, employee theft hotline services as well as hotlines for customer service. They also welcome the timeliness of loss prevention training and security consulting.

Please read the following testimonials from some of the Corporate Combat® members who have been helped by our loss prevention products and services.

➤ "I have worked with Bill Urban from Corporate Combat® on a number of projects over the past **10 years**. Each case involved **extremely sensitive matters** ranging from employee fraud to employment legal matters. In **each and every case**, Mr. Urban's performance was **exceptional** and resulted in an **optimal outcome**. Everybody he worked with in operations, finance and HR came away **extremely impressed with the results**. In one case, Mr. Urban's investigation resulted in a **large financial recovery** of over **\$335,000** from the insurance company. I will call Bill in the future should the need arise and would recommend him to any business entity. Thanks again for all the **outstanding work**.... I will always know who to call in cases that need **professional attention!!!!** "

VP of Human Resources - National Food Manufacturing Company

➤ "Bill Urban with Corporate Combat was a godsend to us! When my GM and I realized we had a thief, he **helped us gather evidence** and **coached us throughout the entire process**. He **spent hours teaching us how to interrogate** her to get a full confession. Most of these hours spent with us was while he was on vacation! He also made himself available while we were going through the interrogation so he could support us while it was happening. (Also, while he was on vacation.)

Not only did she confess to what we already knew she did, **but so much more!** It had been going on for months longer than we even realized. She wrote a full **two-page confession!** Shortly thereafter, the police came and picked her up! In total **she confessed to stealing \$26,000.00!** Without Bill's help we would have thought it was around \$2,000.00. **I would have never believed it! Becoming a member of Corporate Combat was one of the best things I have ever done for my company!**"

➤ "Corporate Combat® was a **tremendous resource** during our recent manager theft incident. Bill Urban spent many hours **coaching us** while we gathered evidence and conducted our fact-finding interview.

Bill's **advice** and **guidance** proved invaluable in helping us obtain a **handwritten confession**. If you are a Great Clips franchisee, **you can't afford NOT to have Corporate Combat® on your team.**"

Patti Robertson, Franchisee & Ed Old, General Manager, Tidewater Clippers, LLC, Hampton Roads, VA

➤ "Bill Urban provided a **first class**, on-site, practical template to deal with in **salon theft** and **interrogation**. Bill **took all the guesswork out of a process** that is not fun for anyone. With Bill's **coaching** I was able to get a 2-page **written confession** from an employee and now will see **profits reappear** to the bottom line. **It is foolish not to be a member of Corporate Combat®.**" - Brian Stevens - Steven's Unlimited, Minneapolis

➤ "If you're like me, you own a business that exists on razor-thin margins. Using a company like Corporate Combat® simply wasn't an option...**ANY** additional expenses squeezed my already-tight bottom line. Now **fast-forward** to our situation: **fabulous** bartender... **wonderful** with customers... **smart...fun...happy to help** in any way she could. In the **blink of an eye**, though...well, you can guess the rest: **\$4,317** stolen in a matter of several months. **Right out from under my nose**. And we're not stupid... **we've owned several multi-million dollar operations** and certainly **thought** we had all our bases covered. So if you're as "smart" as I am; **learn from my experience: Don't risk it**. Corporate Combat's fees are **nominal** compared to what I lost in **one single incident**. Our membership with them is now **as important as any other line item expense**. And **I sure as hell sleep better**, too." - Cynthia Gerdes, CEO -Hell's Kitchen, Minneapolis

- "I am firmly convinced that without the strong case that Bill compiled and I presented to the Sheriff, this case would not have even been prosecuted. The initial comment from the Detective was "it will just be your word against his." Once Mr. Urban completed the 55-page investigation, the Detective noted: "you have done our job for us." - Dan Zebert, Great Clips Franchisee **READ MORE!**

From: Dan Zebert

Subject: Corporate Combat Results

In February of 2008 I discovered that my then general manager, [REDACTED], was embezzling money through the payroll. When I confronted [REDACTED] he promptly resigned. I suspected there was more involved so I asked Great Clips Corporate for assistance. They recommended Corporate Combat and I proceeded to work with Mr. Bill Urban. I was very impressed with his professional approach to the investigation and subsequent prosecution of [REDACTED]. Bill conducted multiple interviews with employees and uncovered a systematic embezzlement scheme that involved another manager and threats to many employees of termination if they revealed any information to myself.

Throughout all the investigative process Bill was always available and kept me informed about the progress. He made it easy to deal with a very complex and messy situation.

After dismissal of [REDACTED] we have shown our first profit in our salons. I would not have been able to put together this case without the help of Bill and Corporate Combat. I had the pleasure of witnessing [REDACTED] plead guilty on October 24, 2008. He will be sentenced on December 8, 2008. He has also been ordered to make restitution to me by the court in the amount of \$28,000.

I am firmly convinced that without the strong case that Bill compiled and I presented to the Sheriff, this case would not have even been prosecuted. The initial comment from the Detective was "it will just be your word against his." Once Mr. Urban completed the 55 page investigation, the Detective noted: "you have done our job for us." [REDACTED] was arrested and set for trial. His attorney convinced [REDACTED] to plead guilty to avoid the jury trial and the many witnesses who were anxious to testify against him.

If you have any suspicion that you have a money problem in your business, give Bill Urban a call. You will be very satisfied with his professional investigative skills!

My name is Dan Zebert and I am a Franchisee with Great Clips for Hair in Kalamazoo, Michigan. I presently have 5 stores and thanks to Bill Urban I will soon have 6!

Thanks again Bill,



Dan Zebert

- "I just wanted to share with any person interested in using Corporate Combat and the services they offer to **"just do it."** This has been **one of the best investments we have made to our organization.** The first week we installed our first **video security system** in our salon our **sales jumped over \$400.00 per week.** Our **efficiencies are up** because we can monitor what is happening in the salon when we are not there. From someone propping open the front door in 80-degree weather with the air conditioning on to making sure the five-step system is in force. We also watch the coupon redemption processes and have found theft. We also believe in the **safety and security** that it offers our staff and our business. Mike Bucy was wonderful to work with. They were **professional** on site and great with our teams at the salon level. Talking about service, there have been many times when we needed assistance when employees would accidentally unplug something on the system, and it would go down. Mike would either talk the salon through fixing it or go out to the salon and fix it himself. Since we saw such **great results** in our first salon, we have continued to install 5 more of our salons. We believe in it and believe that **the investment pays for itself** in about 6 months. **I recommend this to anyone who wants to keep a handle on the business.** I am a hands-on franchisee, but I cannot be in 12 salons at once or every day. By using the cameras, I can easily check on wait times, if the salons open or close on time, and on and on. Thanks to Mike and his team for all your help. We look forward to the install of the next 6 salon systems." - Renae and Gary Newport - Franchisees, Great Clips for Hair

- "I have an accounting degree, law degree, and 7 years of Great Clips Franchisee experience. I found Corporate Combat® very helpful in walking me through the **financial, legal and operational issues** involved with my recent loss prevention decision. Corporate Combat® was **knowledgeable, practical and always available** with their advice. I would definitely recommend Corporate Combat® for guidance in any loss prevention issue." - John Slavens, Great Clips Franchisee

- "My experience Corporate Combat has been best described as a partnership. Mike and Bill have always been **responsive** and **effective**. The camera systems installed have proven to be a **real benefit** in terms of **safety, security and convenience** to my staff and management." - Kris Barcelow, Adlib (Great Clips)
- "When the police came to arrest the thief, they asked incredulously, "How did you ever get a **signed confession**?" The answer was "Corporate Combat®" - Columbus, Ohio
- "Corporate Combat® offers a **systematic approach** to resolving sensitive workplace issues such as theft. It is the right system, at the right time, at the right price." - St. Louis, Missouri
- "Some choices make sense. Choosing to become a member of Corporate Combat® **makes a lot of sense!**" - Vice President HR, Great Clips, Inc.
- "Corporate Combat® is the one program no manager or owner should do without." - Liquor Warehouse
- "These courses provide **clarity** on critical legal issues. Their **commonsense approach** prevents you from acting impulsively by forcing you to think of the consequences." - City of Robbinsdale
- "Corporate Combat® presented **new ways to think** in areas where we're not experts. Now, we are **better organized** and can provide more specific information on loss prevention to our restaurant managers." - North Central Food Systems
- "Corporate Combat® provides **20/20 foresight!**" - Western International Trading Co.
- "Corporate Combat® has provided us with **valuable insight** and information relating to the changing needs of Human Resources Management. I highly recommend Corporate Combat®." - Burger King
- "A lot of topics. **Well organized. Clear and informative.** Corporate Combat® get 4 stars from me!" - Erickson's Diversified Corporation
- "We recently had a theft in one of our stores. **Had I known then what I know now**, I would have handled the situation much differently and undoubtedly received a more positive result." - Hardee's
- "**Insightful** and **thought-provoking**. Corporate Combat® is **well laid out** and **easy to reference**. Corporate Combat® **will open your eyes** to an unbelievable aspect of your business." - Electric Fetus Music
- "With my risk management background, I immediately saw the benefits of proactive loss prevention. Corporate Combat® has helped me take our communication skills to a new level—now we listen with open eyes as well as ears!" - United Entertainment Corporation
- "Corporate Combat® Founder William Urban has **supported the Anoka County Juvenile Diversion program since 2006**. His perspective on realities of getting caught shoplifting or stealing from a business is a **pivotal presentation** to the youth to help them to decide to make good choices and not steal.

The program that Bill supports with his time and talent is sponsored by the Boys Scouts of America; Northern Star Council and provides first-time juvenile offenders with a **positive alternative** to the court system. Teens are referred by local law enforcement officials to this three-month course which teaches proper decision-making skills, communication techniques and requires community service. Those who successfully complete the program and do not re-offend will maintain a clean record. Juvenile Diversion gives young people a **second chance** as it teaches them to take responsibility for their actions and to **give back to a community** that they have harmed or offended. - Tom Conneran, Diversion Program Director

SPRINGLINE CORP.

December 4, 1998

To fellow Great Clips Franchisees,

Recently we discovered evidence that an employee was stealing from us. Rather than confront the employee we decided to use the services of Pan, Inc./ Loss Prevention Specialists. We arranged for Bill Urban to conduct an interview with the employee. We were shocked at the confession he was able to attain. This employee admitted to stealing over \$20,000 during a 5 year period. Armed with a new insight as to how this theft was committed, we reviewed some salon statistics. Suspicions were raised about two other employees. Further research uncovered hard evidence that these two were indeed stealing money. Interviews were arranged and again we were shocked by the dollar amounts of the confessions. One admitted to taking over \$2,000 in a 6 month period and the other \$8,000 in a 9 month period. A substantial amount of these thefts was covered by our insurance. All three were prosecuted and at this point two have been convicted and are paying restitution. Had we decided to deal with these employees on our own we probably would have confronted them with the evidence and then terminated them. We would not have known the extent of their theft activities nor prosecuted and recovered any money.

Realizing that theft is happening, we decided to be proactive and try to minimize this problem. We recently started a loss prevention program from Pan, Inc., which includes a screening tool for new employees, training for our managers on loss prevention and a hotline for reporting theft anonymously. Our anticipation is that the Pan, Inc. program will be as effective at prevention as their investigative services are at recovery.

Sincerely,



Dan Washburn

A **Great Clips, Inc.** FRANCHISEE

1750 W. BROADWAY ST., SUITE 120 • OVIEDO, FL 32765 • PHONE (407) 365-9568 • FAX (407) 365-9254

Wake Up and \$mell the Profit\$!™



Wake Up and Smell the Profits!™ is a unique workshop that is a list-topper for any business owner. This is a "sooner-rather-than-later" **quadruple espresso** event.

Here is what recent attendees had to say:



"This workshop gave us **clear insight** into the direction we need to go in loss prevention. No matter how much we think we know people, **we learned** that we really do NOT know what is happening in the employees' minds or what is the motivation to their behavior. It is frightening to learn what 'loyal employees' have done, and can do, to their employers." - Karen Thomas, Cutaway Hair Care (Cost Cutters)



"The 'Wake up and Smell the Profits' workshop is **jam-packed** with **valuable, insightful, and downright scary information**. Bill puts the microscope back on you, the owner, and demands that you to **take a closer** look at how much money is literally "walking out the door" instead of into your pockets!" BJ Stevens, Stevens Unlimited - Great Clips



"Bill was **entertaining** and had **great information**. Bill knows what he's doing, and can **save you money!**" Kristin Johnson, Business Services Coordinator - Great Clips, Inc.



"The 'Wake Up and Smell the Profits' workshop was **very insightful** and **eye opening**. I would **highly recommend** this workshop to any business owner." Carla Fryar, Rubols Inc. & CA Clips Inc.



"I wanted to thank you for the 'Wake Up and Smell the Profits' workshop. **Shrinkage is a problem we all have to take seriously** (especially in these economic times.) It is reassuring to have the service Corporate Combat provides as an arrow in our quiver to **successfully and professionally** help solve the problem of theft in our salons." Thanks again, Kris Barcelow - ADLIB, Inc.



"I am so glad I attended the 'Wake Up and Smell the Profits' workshop. I learned something that I was **able to take back and implement right away**. Some of the statistics shown were very much an **eye-opener** and made me look at things differently." Thank you! Erica Dahlin, Andover Lanes