

Dear Tiamo,

We have met as a Wolfpack and are writing this letter to address our concerns with the "demo reels" that were filmed during our mastermind retreat.

We first want to stress that we appreciate you and your desire to help us reach a higher level of success with our music and speaking careers. We trust that you care for and have the best intentions for the Wolfpack. Because we know that you have our intentions at heart we feel confident in proclaiming our dissatisfaction with the quality of the "demo reel" videos.

We want to a.) present the issues to you and b.) allow you to present us with a solution.

Here are a list of issues we agree fell short of the mark of the \$7k reel value we were presented with upon signing up for this mastermind.

- 1.) The staging looked unprofessional. There was no table, no flowers, banners, or any other set pieces to make this look like an actual event at which we were speaking.
- 2.) The room itself had poor lighting and there were no additional lights brought in to remedy the situation. We feel this makes the footage less credible.
- 3.) The stage was barren, un-proportionally elevated given the size of the room, and shot in a way that had us looking down to the audience
- 4.) The quality of the camera shooting is unsatisfactory. This included wide, drastic and sweeping pans that were a.) much too fast and jerky and b.) showed the aforementioned issues of the room. In addition, the steady cameras had shaking and jerking of frames mid scene.
- 5.) The editing, rather than covering up all the aforementioned flaws, actually accentuated them. Some reels had sync issues and cuts that rendered key moments useless. Also, there was no color matching or grading done to the cameras.
- 6.) Footage of the audience diminishes social proof. Most of the camera angles shot reveal the small size of the audience.
- 7.) We were told we would receive a finished, edited demo reel that was ready to send to event planners to book gigs. Offering this as an up-sell for \$750 was a further lack of delivery on what was sold.
- 8.) The audio of our musical performances wasn't mixed or treated with any post effects to make it sound professional.

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In closing...

We are under the assumption that it was your intention to present us with a visual and sonic reel equal to the caliber of your reel or any other professional, high level speaker reel. This is not the "done for you demo reel" that we purchased.

What are you going to do to make this right and provide us with a product equal to what we paid for? We appreciate what you've shared with each of us thus far and we look forward to having a truly professional reel that paints us at the caliber we know you want for us.

Thank you for taking the time to respond.

Your Wolfpack

Andrew, Christian, Devorah, Faith, Jimi, Karen, Nate, Salvador, Wendy