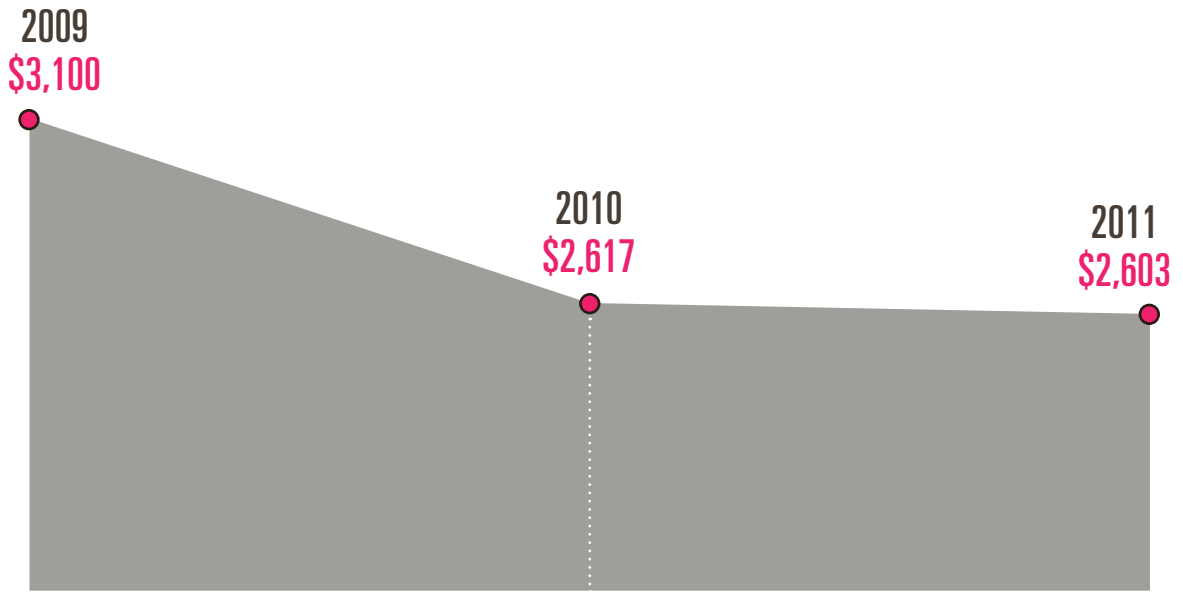


PER-PERSON SPENDING FALLS

What was the per-person expenditure for your major group travel incentive program?



THE INDIVIDUAL INCENTIVE OPTION

Percentage of respondents using individual travel incentives: **40%**

Average per-person expenditure on individual incentive trips: **\$2,105**

TOUGH CHALLENGES

What were the primary challenges for you as you implemented your 2011 incentive programs?

