

February 29, 2009

Mr. Ian Leppert
Leppert Business Systems Inc.
10-4380 South Service Road
Burlington, Ontario
L7L 5Y6

Dear Ian;

As you know, recently I purchased a new printer from Leppert Business Systems. What you may not know is that shortly after I purchased the printer, I encountered a technical problem on the paper feed.

A call to your service department had a technician on the premises within 90 minutes and the problem was fixed within an additional 30 minutes.

Our business requires this type of service as equipment breakdowns stop production, especially during our peak times.

Please pass on my thanks to your service department for outstanding customer service.

Yours truly,

Alan Rowell, DFA
Tax Services Specialist
The Accounting Place