



I want you to know how very pleased I have been with the quality of service your company provides. I have sincerely appreciated your responsiveness and the way you conduct business. You and your team have never failed to impress me with the importance you put into your customer's satisfaction and the pride you take in providing excellent customer service to your clients.

Over the past year I have been able to consistently rely on your flexibility and courteous service. I cannot even count the number of times you went out of your way to find a "loaner" toner cartridge or Xerographic module. Most impressive was the time and effort you put into handling our Palm Desert office's needs within such a short timeframe. The fact that we were able to communicate so fluidly and consistently to not only find the perfect machine, but also to find a loaner for the office until the machine was built and shipped to the office. This type of customer service was far above and beyond the average daily office work and I wanted to thank you for all of your effort.

We have worked well together to find the best solutions for each unique office as well as finding the best possible pricing plan. You are incredibly knowledgeable about all of the products you sell and in the rare occasion that you do not have all of the information necessary, you are resourceful and are quick to respond back with all of the necessary information. You have rendered invaluable assistance to me and all of the companies I have worked with over the past year.

Please accept my sincerest thanks for all of your excellent service to the BPI companies.

Sincerely,

*Meghan L. Brady*

HR Assistant