



23 September 2008

Martech
Att: Doug James
11565 149 Street
Edmonton, Alberta

Dear Doug

I would like to extend an enormous thank you on behalf of **Interactive Audio Visual** for all your assistance not only last week, but on a continuous basis.

My recent dilemma of keeping one of our government clients happy was made so uncomplicated by your support and willingness to assist me. The end result being that I was able to keep the end user satisfied and able to meet his deadlines.

It is not everyday that one receives this level of customer service from suppliers. Martech should be extremely proud to have you on their team as you represent a very small percentage of people that would go the extra mile for their clients. Not only are you very pleasant to deal with, but you handle all situations professionally with client satisfaction as your main objection.

So thank you Doug for making my job seem effortless to my clients. Its suppliers like you that make my day brighter and coming to work something to look forward to.

Kindest regards

Dee Gemme
Purchasing, Administrative Assistant & Customer Service