

Big O Construction Limited

General Contractor
Fire and Water Restoration Specialists



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October 9, 2013

XEROX CANADA LTD.

55 Technology Drive
Saint John, NB
E2K 5M5

RE: Kap Data - Karyn Loree-Spacek

To Whom it May Concern,

I am writing this letter to express our satisfaction with the Xerox Products, staff and technicians.

We originally purchased the Xerox Workcentre M20 in 2007 and have since upgraded to The Xerox Phaser 3635MFP X due to the increase of productivity necessary for our company's growth. I contacted Karyn Loree- Spacek in the beginning because she was a home town girl that I had known and admired for years. Although she has since relocated to the Thunder Bay area, our customer service has not changed a bit. It is as if she is still in the same town as we are. Her professionalism and constant care of our needs and services has been at the forefront of our decision to continue with the Xerox brand of products.

She is in contact with us via email, phone calls and even personal visits. She is always there when we require information, supplies or technical assistance, and always makes us feel like we are a priority.

We thank you for your continued dedication to strong products, services and staff.

Sincerely,

A handwritten signature in cursive script that reads "Kendra Turgeon".

Kendra Turgeon, Office Manager
Big O Construction Limited