



May 9, 2011.

To Whom It May Concern:

Re: Karyn Loree-Spacek

It has been my pleasure to have had a great business association with Karyn for over two years through our organization's lease of Xerox equipment.

During our initial meeting with Karyn to discuss our needs and requirement of a new copier, I had advised her of my previous negative experience with Xerox. We did, however, come to a decision to lease a Xerox unit and anxiously awaited the performance of the equipment and the service that would be provided.

Unfortunately, we experienced some great difficulties with the equipment's performance and Karyn without any hesitation, had the unit replaced. However, through all the problems encountered, Karyn was very true to her word and the service that she provided, was for the most part, far beyond our expectations.

Karyn has proven on many occasions that her performance, knowledge and interpersonal skills are of the highest professional standards.

Sincerely,

Eiji Tsubouchi,
Chief Executive Officer.