

WEILERS

**Karyn Loree-Spacek**

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**From:** Mary Allen <mallen@wmnlaw.com>  
**Sent:** Friday, July 22, 2011 2:00 PM  
**To:** 'Karyn Loree-Spacek'  
**Subject:** Thank you  
**Attachments:** image001.jpg

Karyn:

At the end of a long road of difficulties, I have to express how pleased I am with the level of service you have offered us with our Xerox copiers.

Prior to your involvement, we were at a level of sheer exasperation. Most staff and lawyers in the office refused to use the Xerox equipment. Senior staff, including myself, were very critical of the equipment, and the gaps between what we believed we were purchasing and the reality of what we obtained. It seemed clear that Xerox was not able to give us the level of service we were accustomed to, nor terribly concerned that we were unhappy. Problems that appeared at the outset were still not resolved after over a year. Most people were so frustrated, they had just accepted the Xerox equipment and software to be inferior, avoided it, and used our old copier we kept for "back up", as our primary copier, biding time until the contract expired.

You arrived on the scene, listened to our litany of complaints and ceaselessly worked to resolve all of them. I acknowledge I was probably not the easiest customer to deal with, but recognizing your sincere intentions to turn a bad situation into a good one, the firm's management asked me to work with you and see if we could have the Xerox be a workable part of our office.

The addition of you (and Billy) to the Xerox team have completely turned around my impressions of Xerox service. Your consistent follow through in addressing problems, consistently positive outlook and high standard of customer service are appreciated. Both you and Billy have figured out problems that existed since the equipment was purchased (in several important areas, issues relating to the initial installation) and resolved them, completely to my satisfaction.

I am equally delighted to report that confidence in the equipment and software is spreading throughout the office, with many very senior staff now extolling the features of Xerox that are superior to its predecessor.

So, Karyn, thank you again. I believe you have turned a very negative customer relationship into a positive one.

Enjoy the rest of summer!

Kindest regards,  
Mary

Mary Allen  
Assistant to Shelley Trewin  
Managing Partner



Weiler, Maloney, Nelson  
1001 William Street, Suite 201  
Thunder Bay, ON P7B 6M1

Telephone (807) 625-8886  
Email [mallen@wmnlaw.com](mailto:mallen@wmnlaw.com)  
Facsimile (807) 623-4947  
[www.weilers.ca](http://www.weilers.ca)

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