



**SeaRoad Shipping**

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5 September 2008

D.I.B Australia  
9 Percy Street  
Heidelberg West Vic 3081

To the staff at D.I.B Australia

I am writing to thank you for the recent projector system and screen installation at our offices.

I first found out about your services via your website and after getting a quote from Scott I was happy to go ahead with the install as no other company would install our existing equipment. Scott was very thorough, efficient and explained everything well. His follow up on the job was also wonderful. I was very impressed that you were able to schedule us in earlier than expected and the technician Matt was more than helpful.

It was wonderful to finally find a company who provide wonderful customer service. Thanks once again to Scott and Matt who were great in all aspects of knowledge, efficiency and keeping us informed of the progress.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Kaylene Bowker". The signature is fluid and cursive.

**Kaylene Bowker**  
**PERSONAL ASSISTANT**