



To Whom It May Concern:

Customer Service is one of the buzz words most talked about in our business world today. Companies are more and more interested in tracking their customer service levels by requesting surveys from those that they serve. However, I feel that the companies that focus on customer service usually tend to rate the poorest because customer service is not about programs but about people and Tony Raymond is one of those people.

I have been a customer of Complete Business Systems for around 2 years now. I walked into CBS one day looking for a certain type of copier ignorant as to why. After a few minutes with Tony I knew that his knowledge in printer/copiers was far more than anyone I had talked with previously. He didn't try to sell me on a particular machine but he taught me why one was better than the other. It is very refreshing for someone to take time out to not only demonstrate equipment but also educate you on how to operate more efficiently and more cost effective which is very important in today's marketplace.

I have since purchased another unit from Tony and it was with great hesitation because of the price of the unit. Tony took time out on numerous occasions to educate me on the benefits of this machine so as not to focus on the cost. I am very pleased with the decision that I made and feel very confident that I would not have done so without Tony's help.

I am also very satisfied with the service Tony has given me after the sale. Some salesman are very eager to sell you their product but then shift you off on the service department once the sale is made and commissions have been paid. Tony has gone above and beyond after the sale to make sure that I use the equipment to its fullest potential. He helps me with problems over the phone and has come by my office on several occasions to help me with other technical issues.

Please accept this as a very strong letter of appreciation for all that Tony Raymond has meant to me and my company and I look forward to being a customer of his for many years to come.

Sincerely,

A handwritten signature in blue ink that reads "Seth M. Reeves".

Seth M. Reeves
Branch Manager
Mortgage America of Texas



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