



FIRST
FEDERAL
BANK
TEXAS

To Whom It May Concern,

I would like to take this opportunity to share with you my recent experience with a copier purchase for one of my branch locations. I was looking to upgrade from a Xerox copier that the lease had ended and there were several issues with the prior machine and numerous service calls placed. Our local Xerox office proposed to bring us a new machine to evaluate. It didn't work properly, so they brought us another one that also had complications. Several machines were brought for use, each with complications. At this point I decided to go with another vendor and contacted Eli Clem with Complete Business Systems (CBS). I have Ricoh machines at other branch locations and was very comfortable with working with CBS. Within 48 hours Eli and CBS had a machine installed at our office, networked, and performing to everyone's satisfaction. Eli stayed for hours making sure that everyone was comfortable with the machine and well trained on all of the capabilities. He even brought to our attention how to simplify some of the common tasks we perform with the copier and things that we could do to help the machine run more efficiently. Eli even returned after the weekend on Monday morning to follow-up with my staff and assisted in yet more training. It is easy to see now that dealing with CBS is hassle free and a great choice. If you are looking for a business focused on total customer satisfaction, I would certainly recommend CBS and sales representative Eli Clem.

Sincerely,

Scottie D. Luke
Vice-President Operations



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