



October 1, 2008

To Whom It May Concern:

Ives Hill Retirement Community has been doing business with Advanced Business Systems for 10 years.

Over these years other companies have tried to win over our business. However, when the product and the service are excellent, and the price is right, why change! Chris Angello, as a Sales Representative for Advanced, goes the extra mile to be sure his customers are satisfied with the product, that all employees understand how to use the features of a new copier and the service technicians are dependable and skilled to resolve any problem that may arise.

Service after the sale is vital. Advanced Business Systems offers reasonable service contracts. Under contract a service technician stops in monthly to clean and service the copier and if you decide to include consumable products in your contract, such as toner, it will be delivered to your door. If you need fast service, Advanced Business does its very best to get the technician to your place of business the same day.

I highly recommend doing business with Advanced Business Systems, even if the competitors' price is slightly lower! Price isn't everything. The products sold by Advanced are among the best on the market; service is great; and you'll build a business relationship that will be mutually beneficial for years to come.

Sincerely,

Dianne Ward
Executive Director