



Lotus Cars USA, Inc.

March 8, 2011

Mr. Brian Turner
Technical Department Manager
Computer Exchange, LTD.
3105 Sweetwater Road, Building #100
Lawrenceville, GA 30044

Dear Brian:

Thanks to you and your team once again for the outstanding service you have provided us. You helped us in the past with one of our Lexmark printers so when we had a problem last week with one of our HP's I immediately knew who to go to for help. You took the printer in right away and had it turned around within a day. This was very important to us because this printer is dedicated to our special form types such as checks, window labels for the cars we sell to dealers, and Certificates of Origin for the cars. We are quite small so we have no backup and you helped us continue business as normal with little disruption.

I hope you know how important it is since we are small to have a partner like Computer Exchange who responds to our needs so quickly and efficiently, just like we were a big company. It is this kind of dedication that keeps you top of mind when we need service. Even when I ran into a slight configuration problem when we got the printer back (nothing you did) and you weren't available, Chris stepped right up and talked me through it in a matter of minutes. Wow!

Keep up the good work and we'll keep spreading the word.

Kind regards,

A handwritten signature in black ink, appearing to read "Rick MacLeish". The signature is fluid and cursive, written over a white background.

Rick MacLeish
Director, Service and Parts Operations