

**Gipson & Co.**  
**PO Box 10492**  
**Glendale, AZ 85318**  
**623-780-8146**

Specialized Office Systems  
19235 N Cave Creek Road  
Suite 100  
Phoenix, AZ 85024

Dear Michael,

Just wanted to drop you a quick note and tell you how much I appreciate you putting a rush on my order. I waited too long to originally place the order (I'll never do that again). You were a great help in solving my problem. We are just a small company but it was nice to be treated like we were a large company and receive such great customer service.

Sincerely,

John Koenig  
Gipson & Co.

A handwritten signature in cursive script, appearing to read "John Koenig".