



Excellent Care

Simply better

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A&B Printing and Mailing
Attention: Barbara Allen
2908 South Highland Drive, Ste. B
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Ms. Allen,

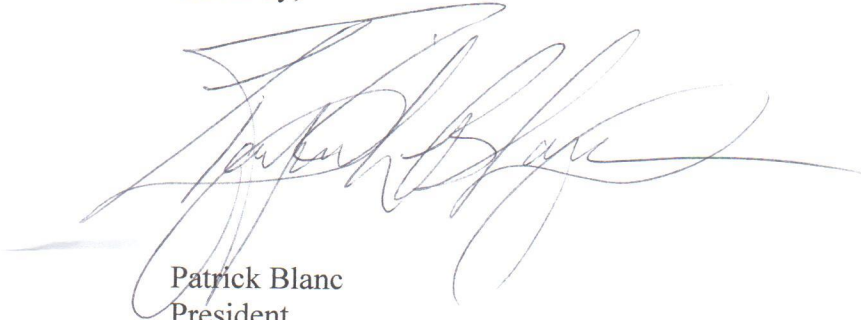
I want to first thank you for taking the time out your day to read this letter. The purpose of this letter is to share with you and Ms. Gillespie the amazing experience I have had using your company, particularly of the service that I received from Mr. Glenn Murillo.

We here at Excellent Care are a small business operating for only a few years. In that time we have had absolutely horrible experiences when it comes to printing. It truly has been hit or miss. I must admit that experience has left me somewhat scared and overall distrusting of printing services. When I found A&B Printing and Mailing from an online Google search it was my sixth vendor in a time span of a year and a half. The customer service representative I was transferred to was Glenn. Remembering my past experiences I must have bombarded him with over 10 calls before I actually placed my first order a whole month later for raised ink letterheads. After I received the order, which was done absolutely perfectly as you can see, I then decided to place an order for 7x11 brochures. At that point my past paranoia kicked in because without exaggeration I probably called Glenn more 20 plus times over the course of two months to ensure that the colors of the brochure came out correctly. Every single time I called he always answered and greeted me with a friendly and warm tone, to the point where I felt guilty for calling so much. He always reassured me that it was no problem and he was just as concerning as I was about the accuracy of the job. After about my 20th call in my history of calling Glenn it then dawned on me that there is a time zone difference; so that every time I called him at around 10:30 or 11:00 am from Miami, Florida he is just getting in the office and he still sounds cherry and upbeat as if it was 2 in the afternoon for him.

I can with the upmost sincerity tell you that in my few years as a business owner I have never had that kind of customer service experience. If every customer service representative had that kind of attitude and approach it would make business a whole lot easier and pleasant. When a staff of mine recently approached me asking, "why don't we just use a local vendor" my response to her was "because I know with A&B it's going to come out right". That is the confidence I have in your quality of work, especially when I know that Glenn is on top of it. I just had to write you this letter because I know if I had an employee like that who constantly went out of their way to service the customer I surely

would want to know about it. Once again, you have a great employee in Glenn and your work is top notch. I thank you again for taking the time to read this letter. I look forward to continuing being a customer of A&B Printing and Mailing.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Blanc". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Patrick Blanc
President