

**BRYAN BROTHERS, INC.**

THE ARRINGTON BUILDING  
1802 BAYBERRY COURT ♦ SUITE 401  
RICHMOND, VA 23226-3773  
TELEPHONE (804) 285-7700 ♦ FAX (804) 285-2563

March 18, 2011

Mr. Rick Lingon  
Virginia Buisness Systems  
9899 Mayland Drive  
Richmond, Virginia 23233

Dear Mr. Lingon:

I want you to know how pleased we are with the outstanding service we received from your Document Management Specialist, Mike Colletti. From the moment we met with Mike, we were instantly impressed with his professionalism yet friendly and courteous manner. Mike was most helpful in attaining the equipment we needed quickly during one of our busiest times of the year. When the equipment was installed, he made sure that it was done efficiently and that we were provided with thorough "hands on" training. He has gone out of his way to provide answers to every question, however minute they may be. We were so satisfied with Mike's outstanding service that we have already referred him to a business acquaintance!

Mike is an asset to your organization and I ask that you please convey our compliments to him.

Sincerely,



Karen Henriques  
Assistant Vice President