

BennettCarrollSolicitors

HANDS-ON, UP-FRONT, PROBLEM-SOLVERS

**BENNETT CARROLL
HOLDINGS PTY LTD**

**ABN 77 128 838 344
ACN 128 838 344**

Phone 1300 334 566

Facsimile 07 3343 8664

Email info@bcglaw.com

Web www.bcglaw.com

- Commercial Law
- Conveyancing
- Litigation
- Family Law
- Injury and Accident Claims
- Criminal Law
- Wills and Powers of Attorney
- Estate Planning
- Business Advice

Your Ref:

Our Ref: PCJ:

To: Mr Ralph Kowalczyk
Ralph@cnae.com.au

25th September 2009

Dear Ralph

RE: YOUR SERVICES

After our last crisis I had to write and thank you for your ongoing support of our company.

Your quick response times have been most valuable to us as time offline is money. As you know we are highly reliant on our I.T. systems and need this level of professional support.

Your dedicated team has been a major asset to us as you just get the task done to completion until the problem is solved with the minimum of time lost.

We feel comfortable knowing that you are always available when we need you and are a great source of knowledge and ideas outside the square to solve any problems we have.

When we have a crisis you place us on your priority list and work unsociable hours so our network is not affected in business hours please thank your team for this level of commitment.

The level of customer service you provide is reassuring and unusual these days and is the foundation of the very successful business you are building.

Ralph, Keep up the great work and support you give us and we would recommend your trustworthy ethical and professional business to anyone who needs I.T. support.

If you have anyone who would like to discuss your service with me please ask them to call me as we would be delighted to share our experiences with them about your business.

Ralph thank you also for your professional assistance, with integrating our leap accounting system with our customized CRM System. The integration of the two systems with your continued maintenance support has made this task effortless.

We look forward to your firm supporting us with a solution orientated support system.

Yours faithfully



**Peter Jenkins
General Manager
BENNETT CARROLL**

C:\Users\Cchahinian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\VTf3ILH5\09-0925 Email To Ralph Re CNAE Support.Doc

ALL MAIL TO:

PO Box 6030 Upper Mt Gravatt
Brisbane 4122 Queensland Australia

Brisbane South Eight Mile Plains
Brisbane Central Woolloongabba

Brisbane North Stafford
Sunshine Coast Kawana

