



28 May 2009

TO OUR MOST VALUED CUSTOMER

Dear Valued Customer,

RE: Letter of Appreciation - PS21 Star Customer Award

Since the year 2005, the Government of Singapore has started the initiative to convert all vendors' invoicing to government bodies and educational institutions into electronic invoicing. I have been privileged to participate in this challenging and important project. I am pleased to inform you that through your invaluable feedback and support, I have been recommended and conferred the inaugural PS21 Star Customer Award. This award was given in recognition of my company's commitment to making the e-invoicing initiative a success. I would like to offer my appreciation to you as the success of our participation in this e-invoicing initiative would not have been possible without your patience and invaluable feedback given to us. Your constant feedback has enabled me to update the AGD office on the different user requirements with the ultimate goal of improving the service level provided to all customers.

I would like to take this opportunity to thank you for your consistent support rendered throughout the years and to assure you of my continuous commitment to providing you with the best service.

Yours sincerely,

Ong Bee Liat
Division Director
IT & Logistics Division

Encl.

CC: Lawrence Eng – Division Manager (Government Institution & Education Market Division)