Progressive Office Automation (Pty) Ltd

2 Bloukranz Street

Highveld Ext 2

Centurion

0157

30 October 2009

Mrs Tanya Ndou

Office Manager

Corporate Secretarial Services cc

P O Box 789

Pretoria

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Dear Mrs Ndou

**Tishimolto M 580 photocopier**

I was very concerned to read your letter of 26 October 2009 dealing with the issue of your newly acquired printer not being able to reproduce documents in colour. As someone who values your business,

I have given our technician, Thabo Mabuzo, instructions to come and investigate the problem as the equipment in question is definitely capable of printing in colour.

In the meantime you can make use of our equipment to print your documents. We will come and collect and deliver your copying work. Also, we will reduce your October lease bill by10 percent for the inconvenience you have suffered.

Thank you for your patience.

Yours sincerely,

(Signature here)

Ms Zanele Moloi

Manager