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June 17, 2009

Doug Deane  
President  
DSD Business Systems  
5120 Shoreham Place, Suite 280  
San Diego, CA 92122

Dear Mr. Deane:

We are writing this letter to make you aware of how pleased we are with the level of service and support we receive from the employees at DSD Business Systems. We have been working with your company for over 8 years using the Sage MAS 90 accounting system, as well as your IT Department's technical support services. We felt that as the president of DSD Business Systems, you should know how grateful we are and why we choose to work with your company.

We have developed a professional yet personal relationship with both David Yaeger and Jim Woodhead at your office. When we reach out and need help, they are always available and willing to help us - with positive attitudes. As a matter of fact, David has gone above and beyond the call of duty and was there for us when our computer system crashed. He was available on-call and came in *before* hours just so that we could have our system back up and running in time for our normal business hours. Jim has also been there for us to resolve various issues that have surfaced - even *after* business hours. We are so thankful that we can depend on DSD Business Systems. It's like having an insurance policy we can count on. We trust and know that we are in good hands and appreciate the level of service we always receive.

You truly have some terrific employees working for you, employees who care about the job they do for your customers. We will refer DSD Business Systems to other companies at every opportunity we get, and we thank you for having such honest and hard-working employees like David and Jim.

Best Regards,

A handwritten signature in blue ink that reads "Carissa Tingiris". The signature is fluid and cursive, with a large loop at the end of the last name.

Carissa Tingiris  
General Manager