

Burlington: 429 Elizabeth Street, Unit C
Burlington, ON L7R 2L8

Hamilton: 177 Rebecca Street
Hamilton, ON L8R 1B9

Tel: 905-527-4543 **Fax:** 905-527-5152

Web Site: www.uwaybh.ca



To Whom It May Concern:

Please accept this letter as a positive reflection of the equipment, services, and support we receive from Xerox Canada Ltd. and Advanced Office Solutions (AOS).

United Way of Burlington & Greater Hamilton would like to thank Xerox and AOS for their constant support and positive business relationship. The relationships with Xerox and AOS through Greg Macdonald and Chris Petis have been pleasant as both are extremely easy to deal with. They respond quickly and efficiently to issues and over the years have helped us grow.

I find Xerox Canada Ltd. and AOS responsive to our needs and concerns, and that's what business is all about. The quality of equipment provided by Xerox Canada Ltd. and AOS has been excellent and most of all appropriate to our needs. In addition, the customer service provided by both companies is of first rate - calls are returned promptly, usually within minutes, and support visits by their staff are courteous, professional and always end up solving the problem at hand. It truly puts my mind at ease that the maintenance of our equipment is in their hands.

The decision to deal with Xerox and AOS was a smart business decision. The products have met all of our expectations and needs at United Way of Burlington & Greater Hamilton and we would recommend Xerox as a premier office equipment vendor to any organization.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Elsaadi".

Bassam Elsaadi, C.G.A.
Director of Accounting & Administration
United Way of Burlington & Greater
Hamilton