



Hamilton & District Injured Workers Group

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To: Whom it May Concern

Re: Mark Hirte, Advanced Office Solutions & Xerox Canada Ltd.

The Hamilton and District Injured Workers Group has been a customer of Advanced Office Solutions & Xerox Canada Ltd. since 2003. We recently upgraded our desktop Xerox multifunction printer. It is used for a variety of needs: copying, printing, faxing and more recently we have the added value of scanning. Double-siding is a breeze with the duplexer to do our monthly/quarterly newsletter.

Our sales representative Mark Hirte, has always been accommodating of our needs, specifically because we are a non-profit organization. When we decided to go with the new Xerox device he made sure all of our needs were taken care of and ensured there would be no downtime in the office. Aside from the initial transaction, Mark will check-in from time to time to make sure everything is running smoothly and if he can be of any assistance.

The service team at AOS is excellent, always ensuring a prompt response. The service technicians know the machines and the issues are usually resolved same day. Tom and Kirk are a pleasure to have on-site as they are courteous and respond quickly to minimize downtime. When we order supplies, they are delivered right away at no additional cost to us which are an added bonus! The combination of their outstanding service and products makes any office equipment decision a real "no-brainer".

I am confident that should you give them an opportunity to review your needs you will be as pleased as we have been.

Yours truly
Hamilton & District Injured Workers Group Inc.
Per

Doug Cowles, President