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February 24, 2009

Michael J. Cusack  
O'Cusack Print Communications, LLC  
PO Box 646  
Clarksville, Maryland 21029

Dear Mike:

I just wanted to take a minute to say thank you to you and your team for doing such a terrific job on our recent printing projects. We appreciate your ability in helping us assemble all of our many ideas into one sleek finished project that presents our business in the best possible light. It is that ability to listen, make sure that you have a grasp on what we are looking for, and achieve our desired outcome that causes you to stand out in your industry (this is no easy feat, not to mention the fact that you're located 200 miles away!). You were able to display patience when we changed our mind several times, as well as take a potential problem and immediately rectify it. The finished product was much better than I could have anticipated and everything had a very sharp and sleek look. Needless to say, I will be happy to recommend you to anyone who is looking for a printer who knows how to meet a challenge head-on with exuberance and efficiency, while maximizing the resources and marketability of your client.

Thanks again for all of your hard work and diligence!

Regards,

A handwritten signature in black ink, appearing to read "Elena Krentzman". The signature is fluid and cursive.

Elena Krentzman  
HR/Office Manager, Pierce Professional Staffing