



British Gypsum

BPB UK Service Centre
IT Department
Finance Building
East Leake
Loughborough
Leicestershire LE12 6JU
0115 945 1451

2nd April 2004

Kate Knowles
CRMworks Limited
72-73 Bartholomew Street
Newbury
RG14 5DU

Dear Kate

I would just like to thank you all for the excellent service and help we have received from all of you at CRMworks.

The configuration and installation of our 'Heat' helpdesk system by David and his team was outstanding, and I thank you all personally for all of your help then and you're continuing service and support to me and my colleagues.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Jessica Pollard', with a long horizontal flourish extending to the right.

Jessica Pollard
Helpdesk Supervisor