

TOTTLE CHRISTENSEN
LAWYERS

Paul Tottle
Lee Christensen
Stephen Penrose

Level 13
Griffin Centre
28 The Esplanade
PERTH W.A. 6000

Andrew Mason

P.O. Box Z 5405
St George's Terrace
PERTH W.A. 6831

Your Ref:
Our Ref: LRA0407

Telephone: (08) 9321 9500
Facsimile:(08) 9321 9510
Email: mail@tclaw.com.au

4 July 2000

Mr David Wells
Monitor Business Machines
5 Naval Parade
Ocean Reef
WA 6027

Dear David

We would like to thank you for all your assistance with regards to our new Monitor system. In hindsight we are very happy with our decision to install the Monitor system.

While searching all relevant companies, looking for a capture system, you were one of three companies we evaluated. We found your level of professionalism and attention to detail excellent. The monitor system has proven to be very easy to use which intern has ensured that the capture of costs has significantly improved and we anticipate that the system will pay for itself in a very short period of time.

Please pass on my comments to your service team, as they have been more than obliging every time we have called. It is reassuring to deal with a company that still believes in providing a high level of service after the sale has been made.

Once again thank you and feel free to use us as a referral for any prospective Monitor clients.

Yours faithfully

Tottle Christensen

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