

16 September 2008

Chris Hutchinson  
Aardvark Consulting



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Dear Chris

**Ref: Customer Satisfaction Survey**

I just wanted to say thanks for all your work to date with our marketing project and in particular the Customer Satisfaction Survey you designed and sent out on our behalf.

I was pleased with the response rate so your carefully crafted questions obviously hit the mark with customers. The way you presented the resulting data to us was clear and easy to understand. We now have a much better understanding of what our customers really think about the products and services we provide. This would not have been possible without your help and guidance.

I will certainly recommend your services to other businesses I engage with.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Simon', is written over a horizontal line.

**SIMON HODGETTS**