



January 21, 2013

Mr. Greg Whittington
Innovative Office Systems, LLC
816 Benton Road
Bossier City, LA 71111

RE: Shirley Ford Johnson

Dear Mr. Whittington:

Shirley Ford Johnson has been our Innovative sales rep since October 1997, and we have had a very good relationship with her and Innovative. We are very satisfied with both the products and service. Shirley is knowledgeable about the machines, the services they perform, and she is available to answer questions or to give us a hands-on demonstration any time we need one.

We have three of the Lanier multi-functional machines [copy, fax, scan, print] and they have proven to be time and space savers. Whenever service is needed, the staff at the office as well as the techs who service the machines, are professional and have our copiers working as soon as possible.

Overall, it is our opinion that Innovative provides a high-quality product and a service department that I would recommend.

Sincerely,

A handwritten signature in blue ink that reads "Faith N. Gilbert". The signature is written in a cursive, flowing style.

Faith N. Gilbert
Chief Financial Officer