



PROFESSIONAL MANAGEMENT AND BILLING SYSTEMS, INC.

TO: M.K.N. PARKING  
FROM: EDWARD SOMA  
DATE: 8/16/93  
SUBJECT: SERVICE

TO WHOM IT MAY CONCERN:

SINCE M.K.N. PARKING TOOK OVER THE SERVICES OF OUR PARKING LOT THERE WAS THE GREATEST IMPROVEMENT IN THE OVERALL SERVICE AND PROFESSIONAL ATTITUDE OF THE ATTENDANTS. THEY ARE BOTH CAREFUL IN THEIR HANDLING OF OUR CARS AND EXTREMELY COURTEOUS TO ALL OF MY PERSONNEL.

BEFORE WE USED THEIR SERVICE WE COULD ONLY COMPLAIN TO DEAF EARS ABOUT PRIOR SERVICE. HOWEVER WHEN M.K.N. PARKING TOOK OVER WE WERE PLEASANTLY SURPRISED THAT THEY WERE THERE FOR US IF WE HAD A PROBLEM. FORTUNATELY WE HAVE NEVER NEEDED TO COMPLAIN ABOUT ANY ASPECT OF THE SERVICES THEY PROVIDE.

IN AN AREA WHERE SERVICE IN SO MANY INDUSTRIES IS FALLING THEY HAVE CONTINUED TO EXCEL.

REGARDS

A handwritten signature in black ink, appearing to be 'E. Soma', written in a cursive style. The signature is positioned below the word 'REGARDS' and above the typed name 'EDWARD SOMA'.

EDWARD SOMA  
PRESIDENT, PMBS II, INC.