

"A Technical High School"



9001 Airport Road
Everett, WA 98204-1423
425.348.2220

July 22, 2009

Fred Schacht
Benchmark Document Solutions, Inc.
12310 Highway 99, Suite 129
Everett, WA 98204

Dear Mr. Schacht,

I would like to thank you for the excellent customer service Benchmark Document Solutions, Inc. provided Sno-Isle Tech Skills Center as we recovered from the recent fire which destroyed 40% of our campus.

Ironically, Benchmark had delivered a new Xerox 7675P just three hours prior to the fire's outbreak. That unit was destroyed. Within 24 hours, your representative, Pam Herzog, had a new unit ordered for us. Additionally, Benchmark provided several demonstration units for our use in the interim. As you can imagine, at the time, my staff and I were overwhelmed with logistics of setting up temporary facilities for the balance of the school year. Without being asked, Benchmark stepped up and provided invaluable support to our school.

Over the past eight years, we have selected Xerox and your company because of the reliable product, service and training provided. In the future, we will select Xerox and Benchmark Document Solutions, Inc. for being our friend.

Thank you.

Sincerely,

Steve L. Burch
Director