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03 September 2018

TOPGRID PEST SPECIALIST PTE LTD

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To Topgrid Pest Specialist Team,

With this letter we would hereby like to compliment your outstanding service to our company as our pest control service provider. We are pleased with your service because of the following reasons.

- Your company delivers services that sufficiently meet all our requirements. Most especially in the documentation part, it is critical for us as we are following the ISO22000 guidance. The technical manager provides us the needed documents on time.
- Your team are able to respond to our inquiries promptly and gives advice on them. The account manager is knowledgeable. He is also always reachable through his contact and never fails to follow up with us any inquiries we had.
- The company responds to our feedback and complaints in a positive manner. The account manager's support is commendable. He is able to show us solutions to complaints and feedback. The technicians are easy to work with and courteous.

We appreciate every effort you and your team have exerted for 10 months of working with us. With your assistance we are able to come up with much better pest control program.

We thank you and your team. And we look forward to working with your company.

Yours truly,

Joahna Enarsico
Quality Assurance Department
Foodedge Gourmet Pte Ltd

