



KIS IMAGING SERVICES, INC.
A DANKA COMPANY

Ms. Linda Keefe
Shared Results, Inc.
19 Briggsboro Lane
Fairport, NY 14450

Dear Linda:

I am pleased to take a few moments to let you know how well our corporate-wide newsletter is being received by both sales and operations employees throughout the country. I just spoke with our Northeast General Manager and he said that this is exactly the kind of information we have needed for so long. Our first three issues have really hit the mark! I must give a big thanks to Shared Results for making this possible on so many fronts.

First, your expertise in pulling it all together has been invaluable to me personally. As you know, the direct follow up with contributors, in three time zones, is time consuming and yet essential. The processes you developed and used were so effective, making it easy for all of us to quickly provide the right level of input to you. Second, the writing talents at Shared Results are unmatched – you folks know how to communicate meaningfully. I have received many comments on how visually pleasing and content rich our issues have been. In fact, now people are calling with stories and news – that's a true testament to our success.

Finally, I want to say thanks to all of you at Shared Results for being so easy to do business with – one phone call is the most it ever takes and so often you anticipated our needs and made that call unnecessary. With so many demands on my time, I know I can count on you. Much thanks.

Sincerely,

A handwritten signature in black ink that reads "Lauren E. Pankewytc".

Lauren E. Pankewytc
Manager, Digital Solutions Group