

Layout Brief UK

Happy Company Ltd

54 Sunshine Street
LONDON SW1E 6LB
Tel. +44 (0) 1234 5 67 89
Fax +44 (0) 1234 5 67 90
E-mail: info@happy-company.uk
<http://www.happy-company.uk>

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ST/JB

25th August 2005

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URGENT

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Sunflower Company

96 Fantasy Street

LONDON

SW6A 8KE

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Dear Mr Bricks,

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Your Complaint

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Thank you for your letter of 12th August 2005 complaining about the conduct of one of our employees.

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We thoroughly investigated your complaint and the person concerned will be reprimanded. Please accept our sincere apologies for any distress this situation may have caused you, and rest assured that this problem will not happen again.

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Thank you also for bringing this matter to our attention. The conduct of our employees is something that we take very seriously and your complaint gives us the opportunity to address this issue.

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Yours sincerely,

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↳ *Silvia Taylor*

Silvia Taylor (Ms)

Managing Director

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Enc.

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cc: Richard Thompson, Sales Manager

Layout Brief USA

Happy Company Ltd.

54 East Sunshine Street
San Francisco, CA 94111
Tel. (650) 8 21-1 82 82
Fax (650) 8 21-1 82 82
E-mail: info@happy-company.com
<http://www.happy-company.com>

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August 25, 2005

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Susan Winter
Managing Director
Fantasy Company Inc.
105 East 40th St., Suite 66
New York, NY 10022

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Re: Your complaint

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Dear Ms. Winter:

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Thank you for your letter of August 12, 2005 complaining about the conduct of one of our employees.

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We thoroughly investigated your complaint and the person concerned will be severely reprimanded. Please accept our sincere apologies and gift certificate for any distress this situation may have caused you, and rest assured that it will not happen again.

↳

Thank you also for bringing this matter to our attention. The conduct of our employees is something that we take very seriously and your complaint gives us the opportunity to address this issue.

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Sincerely yours,

↳

↳ *Silvia Taylor*

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Silvia Taylor
Managing Director

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ST:pl

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Encl. gift certificate

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cc: Mr Richard Thompson, Attorney
Marc Gibson, Sales Manager