



Mr S. Baskaran

Bukit Merah Technopreneur Centre  
Blk 1003 Bukit Merah Central, #05-27  
Singapore 159836

2<sup>nd</sup> January 2005

Dear Sir,

**LETTER OF COMMENDATION**

It gives me great pleasure to write this letter to you.

Looking back in the past year, we had gone from a system with various issues to a very stable system with Thanks to you and your team for their support and hard work.

Your team's perseverance in tracking and handling tough issues under the biggest of pressure impresses me most and I deeply appreciate those difficult times when you took ownership of those issues and made them your duty to resolve them, and resolve them you did.

Your company is forward-looking and your constant vision on improving your product to improve customer experience will be eagerly received.

The IT Team at GNC are happy to say that we enjoy working with you and your team and we look forward to more collaboration in the near future.

May I take this opportunity to wish you and your team a very Happy and Prosperous New Year and may our co-operation grow in strength and in spirit.

Best wishes and regards,

  
William Tong  
IT Manager



VICTORIA HOUSE PTE LTD

(Authorized Franchisee)