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The Manager in Charge
IMBA Solutions Pte Ltd
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Dear Sir/Madam

I would like to commend on the good service I received today, from your staff: Mr Nick Yang.

I had requested his assistance to resolve my Outlook issue this morning and he had diligently communicated with me and trouble-shoot the problem.

He was patient and guided me during this time and managed to resolve within an hour.

Please thank Nick for his display of professionalism in handling my email problem.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Wendy Lim', with a long horizontal stroke extending to the right.

Wendy Lim
JWP Marketing