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### TESTIMONIAL LETTER

We engage FirstCom Solutions after screening a few web developers with the portfolios and confidence in the sales team whom we first met-up with. The sales team then pass on our requirements to their project team. During initial stage, the schedule was timely, but thereafter the progress became slower, and delivery promises began to postpone.

Highlighted to the sales team who first met us on the issues, but was informed that the project issues is not related to them since they are of different departments. There are no constant updates on the development progress until we contacted the project team, and furthermore, there is such high turnover in the project team that we have to inform the same issues with 3 different project executive within a short span of 1-3 months. As the web development is being drag for almost a year, and with the project executives constantly giving empty promises, we tried direct email and call to speak to the director of FirstCom Solutions but to no avail.

On late September 2016, Calvin took over our project and assist to solve the issues which we highlighted. Initially we are skeptical about it as the previous project executives are not proactive at all. But after a few occasion of teleconversation and email exchange, we realized that Calvin is very attentive in assisting us to our issues, queries, and problems we faced. The timeline given by him to solve the arising issues was adhere to, and even though there is delay, he will inform us about it. He also took the initiatives to assist with the small glitches encountered during information editing done on our end. We managed to LIVE the website before our TV commercial date thanks to Calvin and the web programmer (Not sure if it's Mike as we previously seen his name on our website during our editing process) work efficiency, although there are still minor issues which had to be done afterwards. We are hopeful that FirstCom Solutions may retain these talents in the company for years to come.

Best Regards,



**CASELINE NG**

Accounts & Marketing

For and on behalf of

