



## IB Professional Pte Ltd

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### FirstCom Solutions Pte Ltd

158 Kallang Way #03-05 Performance Building,  
Singapore 349245

To Whom It May Concern:

#### **LAUREN TAN, ACCOUNT EXECUTIVE**

I would like to commend on your Account Executive, Lauren Tan for her good effort in changing the appearance of our website.

We had a function whereby when customer places order, there is just a single line message that says "Added to Cart" and the system would just go straight to the top of the page which is kind of inconvenience for the customer as every time they click an item, it would go straight to the top of the page. A couple of weeks ago, I was doing periodic test on my website and I was quite surprised that when I add to cart, there is a Pop Up message that describes the book title and says "Add to Cart". When you click OK, it will not go to the top of the page anymore. This is something which I had wanted all along and now it improves our website overall appearance. This is really commendable.

I hope you will allow her to continue to take care of my Account as she is the 2<sup>nd</sup> best person, I have dealt with in Firstcom.

Best Regards

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Lim Lay Hong

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