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Dear Sir,

Congratulations ! We want you to know that we are very pleased with the quality of service your company provides. We sincerely appreciate your responsiveness and the way you conduct business. We have recommended your company to others because of our satisfaction with your service.

Sincerely
Kong Pang Ming.

A handwritten signature in blue ink, appearing to read "Kong Pang Ming", written over the printed name.

Royal & Sun Alliance Insurance plc 皇家太陽聯合保險有限公司
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