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Dear Sir,

I want you to know you have an exceptional and the most valued employee, John Lai, in your support division. His calm, bright, and cheerful, enthusiasm, patient manner was a great help to me when my frustration was at an all-time high. His knowledge of the hardware, and remarkable problem-solving abilities are rare indeed. If the quality of a firm's employees is an indication of future success, then IntelliRecovery Corporation has a very bright future. Thank you John Lai's contribution to Royal and Sun Alliance Insurance plc.

Finally, Thank you for your significant contribution to our division's success. We are implementing your recommendations and hope that you continue to maintain the same excellent performance.

Sincerely
Kong Pang Ming.

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

