



**HOFFMAN
BROWN
COMPANY**

5000 Van Nuys Blvd. ♦ 6th Floor
Sherman Oaks, CA 91403-1793
(818) 986-8200 ♦ Fax (818) 986-8510

April 8, 2009

LETTER SENT BY EMAIL

Ms. Trisha Szilagyi, Branch Coordinator
Custom Coffee Plan

Re: Customer Service

Dear Trisha:

Our office has been a customer of Custom Coffee Plan for the 27 years I have been working at Hoffman Brown Company. Over the years, our office has received nothing but the best of service from your staff. We truly appreciate the prompt responses we receive to our requests for service.

Our agency thrives because we believe in providing superior service to our customers. Our goal is to go above and beyond what any other agency provides their customer. This is why we value doing business with those who hold the same high standards of service that we do.

On behalf of all of us at Hoffman Brown Company thank you to each and every one of you who make our lives a little easier by starting our day with that special cup of coffee!

Best regards,

HOFFMAN BROWN COMPANY