

**Starcher Enterprises**  
**Plumbing, Heating, Electrical, Air Conditioning**  
**Backflow Prevention, Retail Hardware**  
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October 28, 2014

Mr. Glenn Semel  
President  
FDIS North America

Dear Glenn,

I am writing this to express my sincere appreciation for all of your first-rate service recently. As you know, we began experiencing problems with receiving payments from our gateway portal. I reached out to you for assistance as soon as I discovered the problem, and you went the extra mile to fix the problem expediently. Glenn, your constant attention to detail, and your dedication to getting my problems resolved was an outstanding display of proper and excellent customer service.

I cannot express enough how much I have enjoyed the experience of using your company for our credit card payment processor. You have saved me a significant amount of money in the form of lower monthly fees, but more importantly you have always responded immediately whenever I needed your help. Honestly, working with you feels like having a member of my family watching out for my best interests! I truly appreciate the service that you and your company have provided, and I look forward to our future business relationship.

Sincerely,



John E. Starcher  
Starcher Enterprises, LLC