



Dear Mick,

My name is Rich DeSena and I am the Counseling Manager for ElimiDebt Management Systems. We recently obtained our ISO 9001:2000 registration and are incredibly excited about the help and knowledge we've received from our auditor, Jennifer Eckstein. I wanted to take the time to let you know just how positive our experience has been. Like most industries and companies our main focus has been on satisfying our clients with efficient and effective service. We've recently received customer survey results in which we show considerable improvement over our last inquiries, and ironically this trend started just after we've implemented our Quality Management System. Thanks to ISO registration and the constant improvement opportunities suggested by Jennifer, I believe we are a better company today, yet most importantly that is what our clients think. To say the least, Jennifer has been a true professional and a joy to work with. Thanks again for all your help and I look forward to working with Jennifer on our continuing registration visits.

Sincerely,
Rich DeSena

A handwritten signature in black ink that reads 'Rich DeSena'.

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