



CROSSKEYS INSURANCE

December 8, 2010

Mr. Michael Widel, Vice-President
LYNX Computer Technologies, Inc.
7 Bristol Court
Wyomissing PA 19610

Dear Mike:

I wanted to take a moment to thank you and your staff for the exceptional customer service that Lynx provides.

As you are aware, we have two remote offices that present unique IT challenges when installing new hardware at workstations. I was very appreciative of you adjusting your individual service schedule two weeks ago to resolve the communication issues on the remote scanner with our main server. Our Hamburg staff is thrilled with the new scanner and the efficiencies of being paperless from the remote location. Your prompt visit and focus on resolving the issue is a testament to your technical ability and persistence.

I also would like to bring to your attention the exceptional service that your remote specialist, Jeff Strong, provided to me just this morning. I finished a presentation late last night for an 8am meeting today. When I attempted to print the presentation remotely, I ran into "print spool" issues that prevented me from printing the document. I was unable to resolve the issue on my own, so I finally emailed your support email address (support@lynxnet.com) at 12:10am. Amazingly, I received an email response at 5:50am from Jeff offering support to resolve the print conflict. By 6:05am the issue was completely fixed and I had my printed proposal in hand! Not only did the quick repair allow me to finish my proposal on time, it allowed the remote employee to function this morning without any down time.

At this time of year, I always pause and reflect on those people that mean so much to our business success. To borrow a phrase from the *MasterCard* commercials, the services and support that Lynx Computer Technologies, Inc. provides to our agency are simply priceless!

Have a wonderful holiday and thank you again!

Warm regards,

Stephen M. Yeity CPCU, CIC
President