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Donald W. Menrisky  
Managing Consultant  
Simplesoft Solutions, Inc.  
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*Affiliated with the  
NATIONAL ASSOCIATION  
OF REALTORS®*

Dear Don:

I want to thank you for your continued support to our course development team. We are extremely pleased with the templates you created in Microsoft Word and PowerPoint and the on-going assistance you provide in resolving document-formatting issues. Some of the key qualities you brought to their project that set Simplesoft apart from other consultants were:

- Clear explanations and resolutions of existing Word and computer problems they were experiencing
- The ability to provide alternative suggestions on automating the template for ease of use (which was a tremendous time saver as well)
- A thorough working knowledge of Word and the ability to identify various 'bugs' with Word
- Complete follow through of project deliverables to ensure it met all expectations and needs
- Quick response to questions and/or problems experience by staff

Simplesoft's high level of support, product knowledge, and responsiveness makes you stand out as a true solution provider. We look forward to continuing our relationship with Simplesoft in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Kimberly Farmer", written in a cursive style.

Kimberly Farmer  
Vice President of Education

c: Tom Steines, President, Simplesoft Solutions, Inc.