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Lima, May, 25<sup>th</sup> 2010

**Mr. John Tschohl**  
**SERVICE QUALITY INSTITUTE**  
United States

Dear John,

Thank you very much for your visit to our office and for having the conversation with all our personnel.

Last year our new sales grew enormously but we were having problems in our retentions. Ever since we hired your company - only 5 months ago - the client retention has increased tremendously and I am receiving very positive feedback from our clients saying that our service has change and now is truly excellent.

I am sure that this is not a coincidence but definitely it is a direct result of the new service strategy we have implemented thanks SQI.

Good luck and keep up the good work.



**JOSE R. MARIATEGUI**  
President