



*Light up your life...*

To: Mandrake.atm Pty Ltd  
PO BOX 325  
DARLINGHURST NSW 1300

21 November 2006

Dear Mark,

Six months ago your company installed a new ATM in our Club. The ATM functions extremely well with all our patrons able to access cash easily and conveniently.

The ATM has been trouble free since its installation, and the ongoing personal contact and follow up calls from you are very much appreciated.

Our previous ATM provider was not interested in the needs of our club, and the ATM they supplied was old, did not perform well and constantly broke down. Despite having a maintenance contract with them, they were very tardy in attending and getting the ATM operational. My staff spent a lot of time on the phone, trying to get the ATM to work.

Since having your ATM, we have had no reason to call you after hours whatsoever, and the ATM monthly transactions have increased, and we don't have to waste time swiping cards through EFTPOS (as the old ATM was often out of order).

My staff and I appreciate that with your company, we don't have to wait with call centers, and if we do need you, have direct mobile and email access to you.

On behalf of our RSL club, thank you for your professional and personal service and we look forward to a long and rewarding relationship with you and your company,

Yours truly,

A handwritten signature in black ink that reads "P. a. Johnstone".

Tric Johnstone  
Secretary Manager

69 Drayton Street (Warrego Hwy)  
PO Box 179 • Dalby Qld 4405  
Phone. **07 4662 2309** • Fax. 07 4662 2321  
Web. **www.dalbyrsl.com.au**