

From: Lee Steele
Sent: Friday, August 16, 2013 4:22 PM
To: Michael Reis
Subject: Updating on things

Hi Michael,

We have not been in touch for some time and slowly but surely, we have transitioned over from Tanja doing the bulk of Pacific Air Cargo payroll work to me taking it over in conjunction with my administrative duties on the 401K here. I would be remiss if I did not share with you how wonderful the service has been from your group. It appears that we at PAC were not as attentive to details as I would have liked and thus we had some bad data entries into the Department of Labor data bases for the annual 401K census reports. I probably also made some assumptions that certain people were taking the responsibility to update data and keep files current. It was not happening for a number of reasons as everyone here thought that someone else was doing that.

So as we went back to correct some data and start anew with our 401K census and annual audit, we needed to call your group on an almost daily basis. Starting with Lydia and going through every member of your staff, I always got professional and correct answers with a great customer service attitude. I don't what is the basis of your training and hiring at SDP but I am here to tell you that they are working. Lydia has been so helpful that I probably turn to her for answers to questions that perhaps should go to you. But she is a real pleasure to work with as I am sure that you already know.

Too often, customers find it easy to complain about service and do not take the time to recognize the good times that are out there. Please accept my heartfelt thanks for the excellent service that SDP provides. I can send an email or make a phone call to SDP always looking forward to the collegial relationship that we have establish. Please thank everyone but especially Lydia for the great service and attitudes that they display.

Best regards,

Lee

Lee Steele
Chief Operating Officer