

10<sup>th</sup> September 2009

Dennis Bartulovic  
Managing Director  
Scope Business Imaging  
80 Hasler Road  
Osborne Park WA 6017

Dear Mr Bartulovic

We recently purchased a Konica Minolta Bizhub C253 Digital System on 25<sup>th</sup> August 2009 from Scope Business Imaging. From the moment we decided to look at upgrading our old photocopier (also a purchase from Scope back in 2005) right through to the training, we have had faultless service from your team.

A special mention to Daniel Galphin for his persistence in calling us on a bi-annual basis to see if we were ready for the upgrade, without being pushy. Daniel exuded professionalism, friendliness and knowledge when conducting business with us. He arranged for a viewing and demonstration on the Bizhub machines at the Scope offices, of which Tony Cooper was the demonstrator. I remember Tony from the training on our last Konica Minolta we had in 2005.

Once we had decided on which copier we wanted, the transition from start to finish from removing the old copier to installing the new copier was faultless.

I would like to thank Tony Cooper for his detailed training which was understood by us all. Tony answered all questions accurately and promptly. Tony and Daniel are both a credit to your business.

We are all looking forward to seeing what our new machine can do.

Thank you for your consistent support and follow-up with regards to our old Konica Minolta photocopier, and we look forward to the same with our new Bizhub C253.

Yours faithfully



**Theresa Miloseski**  
**Office Administrator**