

From: Arnab Roy [mailto:co_arnabroy@yahoo.in]
Sent: Thursday, October 04, 2012 11:03 PM
To: deys@godrej.com
Cc: deyshamal08@gmail.com
Subject: Kind Attn : Mr. Dey

Good day Mr. Dey,

I am sending you this mail as a token of appreciation for the prompt and sincere efforts you have taken in solving my problem pertaining to my Godrej Air Conditioner.

On 2nd of October my Godrej Air Conditioner started malfunctioning displaying an error message on the LED display. In spite of 2nd October (Gandhi Jayanti) I could reach your mobile in the first attempt and I explained you the problem with the said Air Conditioner. You immediately responded to the problem by arranging 2 technical staffs even on a National holiday and simultaneously monitoring the entire situation over the phone. Since the problem was identified as a malfunction of the PCB, the unit was bypassed and taken to the workshop for repair purpose. The PCB Unit was properly repaired the very next day and the A/C was restored to its normal functioning.

In view of the above incident I would like to extend my heart filled gratitude for such a prompt service provided by your Company. I am sure it reflects true professionalism and excellent work culture of your esteemed Organisation.

Thanks and Best regards,

B.G.Roy.