

**From:** Nags Srinivas [mailto:nagarajsrinivas@yahoo.com]  
**Sent:** Saturday, March 09, 2013 5:42 PM  
**To:** smartcare@godrej.com  
**Subject:** Excellent service

Sir,

Today, I was provided with an **excellent service** by your Service engineer, Mr. Anbalagan (Maria Refrigeration) when he visited to our house to service our refrigerator and I truly appreciate it. Service Order no: 845677 or 1453 dt. 09.03.2013.

Anbalagan could detect the problem immediately after seeing the machine and with great patience he serviced it besides explaining us to maintain the refrigerator to avoid such problems in future.

Anbalagan's professionalism and ability to get to the bottom of the situation quickly exceeded my expectations. Such a commitment to **great customer service** is to be commended. You can be sure that I will continue to do buy your brands in future too. You have definitely satisfied and great customer experience. Thank you.

Regards,  
Nagarajan  
Bangalore  
M: 9632455535