

**From:** ritu ghuman [mailto:ritu.ghuman@gmail.com]  
**Sent:** Friday, September 20, 2013 4:40 PM  
**To:** smartcare@godrej.com  
**Cc:** ravibhat@godrej.com  
**Subject:** D-1708216766 CSN 785 dated August 17, 2013

Dear Sirs,

This has reference to the subject matter.

This communique is in relation to the prompt and highly satisfying services rendered by your colleague Mr. Nitin Bansal and his team. Mr. Bansal was exceptionally considerate and diligent in his action. Being a regular customer of LG in the past today I really do not have any regret that my accidental encounter with Godrej was worth.

Thank you so much. You have won your customers' trust and special thanks to Mr. Bansal and his team.

Regards-Ritu :)