

GCR

GALLAGHER COURT REPORTING

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August 10, 2009

Terry Rouse
Sentinel Media Design
3504-261 Highway 153
Greenville, SC 29601

Dear Terry:

The website you created for us is AMAZING! It is exactly what we asked you to accomplish for us, plus even more.

We must thank you for listening to us first, and then a special thanks for all of your wonderful ideas and suggestions. Your past experience in the legal field was invaluable, because you could guide us through the creative process from your unique perspective.

The file transfer portals were created with our clients and reporters in mind, with such user-friendly instructions, that we only have to give our site address, because everything they need is right there on the site.

However, what I must give you praise for is your patience with our perfectionism! I have no doubt that at times you would have been happy to give us a refund, but you always helped us with a smile on your face.

We can't imagine ever needing to change anything on our site, but we know that you will deliver whatever we need.

Thank you!

Sincerely,

Mimi M. Gallagher, CVR-CM
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