



**To whom so ever it may concern**

*We would like to place on record our appreciation for the services provided by **Lauren Information Technologies Pvt. Ltd.** for our **Net Promoter Approach (NPA)** project.*

*We would like to make a special mention of the following activities undertaken by the team.*

- *In-depth requirement gathering*
- *Presentation of Mock and optimization of functionality*
- *Timely development of the application*
- *Integration with legacy applications*
- *Assistance in deployment of application*
- *Training of the users for pilot batch.*
- *Refining application based on UAT feedback.*

*It is also noted that our users are also extremely delighted with the product and its features, its User-friendliness and the support provided by your team.*

*We thank you for your support and would very much appreciate the same kind of service to our organization in future, in order to strengthen our relationship and work on more such projects in future.*

*Thank you,*

A handwritten signature in black ink, appearing to be 'Valerie Goh', written in a cursive style.

*Valerie Goh*

*DHL Express (Singapore) Pte Ltd  
APEM First Choice Regional Program office  
Project Manager - First Choice and Net Promoter Approach*