

From: **Lana Heasman** <sveta678@icloud.com>
Date: 13 November 2017 at 12:32
Subject: Re: {Sales} Attention Mark.
To: Mark Taylor <mtaylor@ness.com.au>

Hi Mark,

Thank you for your reply.

Are you able to add my testimonial to Steve's web site, as we saw some there, which we found helpful. In fact, it was the best web site for a recommended Ness installer out of the several that were suggested to us.

That in itself made up our mind who to use, & lucky for us, we couldn't of been more pleased.

If you can't add it, then I'm not sure if I can add one to his web site, as I'd like him to see it?

Regards,
Lana

From: Mark Taylor <mtaylor@ness.com.au>
Date: 13 November 2017 at 11:20
Subject: Re: {Sales} Attention Mark.
To: **Lana Heasman** <sveta678@icloud.com>

Hi Lana

Thank you very much for sending through the feedback. We always like to hear how our installers are going and how our customers are being treated.

We are glad you had a great experience.

Kind Regards

Mark Taylor

NSW Sales Representative

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From: **Lana Heasman** <sveta678@icloud.com>
Date: 12 November 2017 at 12:03
Subject: Re: All Alert Security.
To: Mark Taylor <mtaylor@ness.com.au>

Thank you for recommending Steve Levi of All Alert Security as one of your preferred installers for Ness products.

We had the pleasure recently of him installing a new Ness Alarm panel & other accessories in our home.

He arrived promptly & installed the system in a very professional & friendly manner.

Steve is a very knowledgeable & pleasant man, & I have no hesitation in recommending him.

Yours sincerely,
Bernie Forrester
