



September 10, 2004

**Mr. Richard Piechochi**  
Digital Business Solutions  
4610 South 16<sup>th</sup> Street  
Ft. Smith, AR 72901

Dear Mr. Piechochi:

I am writing to say, "Thank you," for your company's recent assistance with a problem we are having with a Konica Copier.

We leased the machine through a company no longer in business and have been unable to get the machine to work properly since it was first delivered. The machine was used and, for other reasons, we feel we understand that our problems stem from inadequate information from that company and an incorrect decision on our part. Whatever these reasons may be our major concern was/is for the machine to work.

A local Konica dealer referred me to you and Sabrina Brown scheduled Roy Goodwin to service the machine for us. Roy spent part of two afternoons checking, servicing, and cleaning the machine and Digital Business Solutions considered our problems when we were billed.

Your staff went well beyond the call of duty to assist us and for that we are grateful. I called Sabrina to get your name and, in our conversation, discovered she may be able to assist us to buy out of our Wells Fargo lease. Again, this offer of assistance is beyond your responsibility to us.

On behalf of our church family, be assured of our appreciation and respect for the quality of service and the courteous manner we received.

Sincerely,

**Gerald Jackson, Interim**  
Minister of Administration/Education