



## BEI Services, Inc.

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Date: 4/8/2015

Ron Warren  
President  
Image IV  
512 Varney  
Burbank, CA 91502

Dear Ron Warren:

I am writing to personally congratulate you for being a recipient of the Office Technology Service Excellence Award, presented by BEI Services, Inc. and ENX Magazine.

Your company has proven to be a top performer in the industry, and your commitment to providing superior products and service is evident in the unbiased performance data that we have collected from your dealership and compared head to head against others nationally. Key performance metrics were evaluated that relate directly to customer satisfaction, including the quality of both technician and machine performance. It takes hard work and dedication to achieve this prestigious and deserving award, and it stands as a testament to your commitment to providing the best customer experience possible.

Again, congratulations for your achievement and on behalf of our team at BEI Services, we wish you unlimited success in the future. If there is anything we can do for you, please do not hesitate to reach out to us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Wes McArtor', written in a cursive style.

Wes McArtor  
President  
BEI Services, Inc.