



31st November 2018

Mr Ramanan
Prospect Logistics Pte Ltd
Level 5, 11 Sunview Way
Singapore 627540

LETTER OF APPRECIATION

Dear Ramanan

We would like to express our sincere appreciation for your service to us as our main warehouse and transportation vendor. Ever since we signed the contract partnering exclusively with you for our logistical needs, we have been able to focus on our core business, reduce our overheads and, overall, save costs without compromising on our quality and service to our clients.

During our busiest season in Summer, we faced some lateness in material deliveries and instances where warehouse documentations were not expedited in time with a few missed shipments. However, we are fully aware of the circumstances leading up to those issues. We thoroughly appreciate your team's hard-work and dedication to overcome those shortcomings within a very short period and ability to go on redeeming yourselves towards the later part of the peak season.

We will be closely monitoring your performance against the Key Performance Indicators (KPIs) set and as expected, there has been consistent progress and improvement. With your improvement you have given us the full confidence that you and your team are well equipped to operate efficiently. Our collaboration has been fruitful, and we look forward to a continued and sustained working relationship with you. We take this opportunity to congratulate you and your team for your success and continued progress towards excellence.

Thank you.

Your Sincerely

Audrey Lim
Director