



CUSTOMER SERVICE

13th April 11

Dear Customer,

We recently carried out a *Customer Survey*, which you may have contributed to. We are very grateful to you for having taken the time to complete this survey.

We now have some very valuable information and feedback from customers, which we hope, will help us to improve our level of service to you, and hopefully improve in our response to any queries or issues that you may have in the future.

In doing this, we have set up a Customer Service Department for any ongoing issues you may be experiencing with Demesne in relation to *Order Processing, Despatch, Accounts, Telephone etc.*

Your Contacts in this Department will be:

Jackie Giltrap - direct line +353 (1) 4047750 OR Email: jackie.giltrap@demesne.ie

Liam Smyth - direct line +353 (1) 4047745 OR Email: liam.smyth@demesne.ie

Above will be in operation from Monday 18th April 11

Thank you for your continued support in business.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Michael Devins".

Michael Devins
Managing Director