



September 18, 2023

To Whom It May Concern,

I am writing to express our utmost satisfaction with our partnership with PBI over the past year. Since the inception of our collaboration with PBI, RE/MAX Hallmark Richards Group Realty LTD has had a remarkable experience working with PBI in producing our biggest marketing piece.

One of the most significant milestones in this journey has been the successful launch of our monthly newsletter, reaching an impressive 15,000 homes in the targeted areas of Toronto, a feat made possible thanks to PBI's exceptional services. From inception to execution, PBI has been our go-to partner for every facet of this endeavor, handling everything from printing to design support to the meticulous distribution process.

Our decision to engage with PBI was not made lightly. We conducted extensive research and reached out to various printing companies, including those we had long-standing relationships with. What set PBI apart was their exemplary communication. Their responsiveness, deep knowledge of the printing industry, remarkable turnaround times, and competitive pricing made it abundantly clear that they were the ideal choice to entrust with this integral aspect of our business.

Over the past year, PBI has consistently exceeded our expectations. They have been exceptionally responsive to our requests and adaptable to changes, ensuring that our project runs seamlessly and is always delivered on time. Their work ethic embodies the essence of premium service, and we have full confidence in their team's abilities.

As we look to the future, we eagerly anticipate continuing our partnership with PBI, particularly for our high-scale printing projects. The trust we have built and the consistently outstanding service we have received make this decision an easy one.

In conclusion, we wholeheartedly endorse PBI and would not hesitate to recommend their services to any organization seeking a reliable, responsive, and professional printing partner.

Sincerely,

Melissa Dowsett-Cooper

Melissa Dowsett-Cooper
Administrative Manager
The Richards Group

1945 Queen Street East, Toronto, ON M4L 1H7
416.699.0303 www.therichardsgroup.ca