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5 May 2008

Ramesh C Bansal, Director
CITICAP CHANNELS LTD
8 Sagar Apts, 6 Tilak Marg
New Delhi 110001, INDIA

Dear Ramesh,

I would like to take this opportunity to express my heartfelt thanks to you for your excellent services with the "Totem Poles of the S'Klallam Jamestown Tribe" book. The S'Klallam Tribe has also asked me to pass on their sincere appreciation for your efforts on this project. The books have been popular in the local region and they continue to sell very well throughout the North America.

Your skill in printing was evident in the samples you sent to us when we were considering bids from printers around the world. Once the project was awarded, your attention to detail and customer service from proofing to shipping was outstanding. We have received a number of compliments about the quality of this publication, particularly from other printers.

On both a professional and a personal level, I appreciated the phone and email correspondence we shared as I certainly learned more about the process of bringing a high-end publication to press. I have so enjoyed our conversations and your enthusiastic participation during and after this project.

We look forward to working with you again on future projects and invite you to visit our facilities next time you are in our part of the world.

Very sincerely,

Laurie Tanguay
Owner