

1<sup>st</sup> July, 2019

To whom it may concern,

I have the pleasure of providing you with a reference for Copywell Australia Pty Ltd.

Copywell has been an exclusive dealership of Ricoh branded products for fifteen years and has always exceeded service expectations while representing Ricoh. The dealership has highly qualified, well respected technicians with decades worth of industry experience. This, coupled with an effective management, customer service and sales team, has led to many satisfied customers Australia wide. Under its director, Bill Triafylos, Copywell continues to reach Ricoh's high expectations for customer service and sales performance, and accordingly, has been awarded Dealership of the Year awards for excellence multiple times.

Ricoh Australia works closely with its dealer channel, who are able to offer flexible solutions to their clients which not only include Ricoh hardware, but other software and IT solutions that are often outside of a vendor's scope. To this end, Ricoh supports Copywell with additional technical support across the country. Through the Ricoh dealership channel, Copywell has built a very strong presence nationwide and this has enabled Ricoh to win large contracts with companies such as Qantas, Commonwealth Bank and Federation University.

We have every confidence that your partnership with Copywell and Ricoh Australia will be a fruitful one and we are always available to assist you with your enquiries. Please do not hesitate to contact me if you have any questions.

Yours Sincerely  
Jonathan Hines

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