

From: Derrick Hynes derrick.hynes@fetco.ca
Subject: FETCO Referral of Marketing Breakthroughs
Date: December 2, 2015 at 1:06 PM
To: Steve Klein steve@marketingbreakthroughs.com
Cc: Erin Giakoumelos erin@marketingbreakthroughs.com

Hi Steve,

I am pleased to provide a referral for your excellent services. As you know, I was – and am – impressed by the high level of professionalism at MB. All staff with whom I met were skilled in their areas of expertise and had a great customer focus. I was also impressed by the personal touch. MB went out of its way to make me feel like a valued client, a touch that I appreciated.

In terms of process, I really appreciated the commitment to open communication, key deliverables and using a project management approach to achieving results. Team members were very responsive to my requests.

The website that was created for me was perfectly in alignment with what I requested during our initial conversations. And MB worked closely with me to modify the specifications, as needed. The result was striking brand that allows me to promote my organization more effectively.

I have received a lot of positive feedback on the site from my member companies, as well as outside stakeholders. It has helped position FETCO publicly in a way that we had not previously done.

I found MB through an Internet search. I met with four web design firms and chose this firm for three reasons: customer focus, proven results and price. And they hit the mark on all three. I would highly recommend MB to any other firm looking for web design assistance.

Regards,

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