

Silicon Island, January, 3th

Dear Directors,

It is with great indignation and outrage that I write this letter to express how I feel about this project. We had chosen Softsolution as it promoted an outstanding quality and success in the area of web based ecommerce system. But, now I see that I was wrong. You have been lying to us, as you said that the project would be ready in 30 days before our annual anniversary party, but until now the project has not been completed. How is this possible? Now in the middle of one of our most productive periods we are still without this additional form of gaining customers because of your incompetence. My wife is not able to sleep anymore, because we invested a lot of our savings in this project.

We hope that within 30 days, SoftSolution has solved the problem and report on what happened.

Tig Chica