



6 November 2009

To Whom It May Concern

Dear Sir/Madam

Reference for Mr Jannes Engelbrecht

This letter serves to confirm that Mr Jannes Engelbrecht was employed by the company during the period 20 July 2009 to 30 November 2009. He was employed as a Systems Engineer in the Technical Services department of the company. He reported directly and indirectly to me. Some of Mr Engelbrecht's main responsibilities included:

- Liaising with the Admin Department to complete quotations and assist clients with possible Technical queries after the quotes have been submitted
- Preparing of Site Preparation Notes to clients to enable Engineers to visit a client and successfully install the ISS System
- Installation of Systems
- Providing Technical Training on-site on the ISS System
- Providing Software Training on-site on the ISS System
- Documentation
- Remote Technical Support on the ISS System via email, phone calls, remote logins, etc.
- ISS Hardware repairs and fault finding, modifications, etc.
- Maintenance/Software upgrade visits to clients
- Sometimes assisting in the Production facility

Mr Engelbrecht was always enthusiastic about his tasks and mastered new skills very quickly, able to complete such tasks rapidly and effectively. He made a significant contribution to the success of this department. As a person he will be missed for the quality of work done as well as the accuracy with which things were done. He was a dedicated and loyal individual who always executed his responsibilities in a diligent manner.

I can recommend him for any position for which he has the correct skill, experience and qualification. My best wishes accompany him in his future career path.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Frans Cronje'. The signature is stylized with a large, looping 'F' and a trailing flourish.

Frans Cronje

Manager: Technical Services – ISS International Ltd