Sony/BMG  
550 Madison Ave.  
New York, NY 10022

February 13, 2012

Bob Zimmerman  
123 Main Ave.  
Truth or Consequences, NM 87901  
  
  
Dear Mr. Zimmerman:

I apologize for any inconveniences that our anti-piracy software caused you from enjoying *Sunshine on the Leith.* I have included instructions with this letter to send the product back for a full refund to your Music Points with a return label to cover shipping and handling costs. In addition, I have refunded the original shipping costs to your online account.

I understand how frustrating it is from your point of view to be required to install software that you weren’t aware of. We include this software to prevent other people from gaining free access to the same content that you paid a premium for. We hope that you reconsider using our anti-piracy software once we release an update that addresses the rumored security threats, available on our website at the link [www.sonybmg.com/update1037](http://www.sonybmg.com/update1037). When we have the update open for installation, I will send you an email as a reminder with a link to download it.

We appreciate your feedback, which we take very seriously into optimizing your experience when enjoying our products. We will ensure that we fully inform you what is included with our products in the future. To show our appreciation for your patience, we have included a 25% off coupon towards any future purchases.

I thank you for choosing Sony/BMG as your choice in music entertainment distribution. I included my personal email below so you can contact me at your convenience with any questions or concerns you might have in the future.

Sincerely,

Blaine Killen

[bjkillen@sonybmg.com](mailto:bjkillen@sonybmg.com)

Your Customer Support Representative  
Sony/BMG

ENCLOSURES: Return Instructions, 25% off coupon