

DAVID PEÑALVER NAVARRO

Dear Ms. Carter,

Thank you for bringing this matter to our attention.

We feel sorry about this misunderstanding with the antivirus process.

What seems to have happened is that you felt you could do anything with your computer, but everyday new viruses are created and some of them aren't stopped by your antivirus. It is very important to be careful with what you download and with what you search. In addition, you mention you did not have any antivirus installed.

What we install is the pre-installer of our antivirus. Then, you have to fill the register process with your data, that's the reason why we can not install it directly.

Nonetheless, our satisfaction is our priority. For that reason, we will check your PC in order to eradicate that virus and prevent new possible infections with a one-year subscription of the professional version of our antivirus for free.

Sincerely yours,

Microsoft Surface Department.