

The Management Corporation Strata Title Plan No. 3811
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Live Sensor Security Pte Ltd
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Mr. Ghazali

We take this opportunity to write to your office to personally thank you and your team for your continuous support that ensures every effort is made with the consistent provision of a capable, responsible and reliable team at The Lumos.

The familiarization training provided by your team to create awareness on the specifics of the estate prior to start of work is a key factor to customer satisfaction and kudos for ensuring this is diligently concluded.

Despite the fact that MCST 3811 The Lumos, consists of only 53 units, the owners and occupiers have high expectations both on a security level as well as a personal level. This fact is consistent with the high profile of the residents of the Orchard Road belt

I share with your office that we have received both verbal and written comments on the performance of your team "going beyond the call of duty" and for this we congratulate you.

We look forward to another fruitful year of working with your Officers

Kind Regards

Margariete

Margariete Johnson (Ms)

Condo Executive

Ocean IFM Pte Ltd

For and on behalf of

The Management Corporation Strata Title Plan No. 3811