

Bair, Nick

From: McDiffett, Susan
Sent: Thursday, June 19, 2008 8:51 PM
To: Bair, Nick
Cc: TC-ICT Tech Leads; Harvey, Mike
Subject: FW: Kudos to Nick Bair

Nick,

Congratulations! You were certainly a winner in this client's eyes. Thank you for a job well done!!

Susan A. McDiffett
Team Lead, ProSystem fx System Support
CCH, a Wolters Kluwer business

Find answers to your CCH questions at <http://support.cch.com/answers>
For a live chat session go to <http://support.cch.com/chat/taxtechsupport>

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From: Samuel Herzog [<mailto:twozogs@yahoo.com>]
Sent: Thursday, June 19, 2008 6:26 PM
To: McDiffett, Susan
Subject: Kudos to Nick Bair

Susan:

My name is Sam Herzog (account# 804557). On May 19, 2008, my computer crashed. The hard drive was unrecoverable. My back-up disks (according to my local computer super-store experts) were corrupted and I had no data. That is until Tanya Chapman-Zacharias and Nick Bair got involved.

I have not had the pleasure of speaking directly to Nick, but his computer skills are obviously of the highest caliber. He was able to pull all of my data from my back-up disks and I now have all of the history as of this last back-up and the majority of my client files.

I don't know how he did it. If he explained it to me, I probably still would not understand. After all, I am only a CPA, not a computer genius.

Nick's diligence and hard work have made me very grateful and quite overjoyed. He recovered everything and I can breath again.

He went above and beyond the call and I feel you have a wonderful employee with extremely well-honed computer skills.

He is a young man who will go far. Just thought I would let you know.

Sincerely,

Sam Herzog

4/12/2009