

April 10, 2014

Dear Glenn,

I would like to take a minute of your time to thank both you and your team at Spectrum for the tremendous service that you have provided for the past decade.

Like all homebuilders and land developers, our business has both expanded and contracted in the last 10 years, and Spectrum has been there at every juncture, assuring that we had the best and most appropriate scan, print, and fax solutions available to us during the specific market fluctuations that we dealt with.

Brookfield's relationship with Spectrum began with your happily servicing a variety of machines that were purchased from another dealer. Having been exposed to Spectrum's honesty and integrity during this period, when the time came to reinvest in our fleet you were the natural partner to team up with.

In the years since that initial purchase, Spectrum has managed our fleet of Ricoh equipment and helped us devise forward looking strategies that mapped our business roadmap and needs to inventories that were both appropriate and risk averse. Your professionalism has been a breath of fresh air, and your integrity above reproach.

I've come to the conclusion that when evaluating the wide swath of print and copy solutions available in today's marketplace, the equipment that you choose is a minority percentage of the factors that makes your decision; the company that provides equipment and supports you is critical. We have come back to Ricoh time and again; not because Ricoh is the best product out there, but because Spectrum is the best provider.

Thank you so much for all of the time, effort, and good will that Spectrum has extended to Brookfield Homes. We truly appreciate it and look forward to continuing our relationship with Spectrum for years to come.



Chris Formes
IT Director
Brookfield Residential