



KONICA MINOLTA

February 16, 2006

Central Business Systems
285 Kenmore Avenue
Buffalo, NY 14223

Congratulations! **Central Business Systems** has assembled an award-winning service team and we are excited to inform you that your efforts have paid off. Konica Minolta is proud to recognize your dealership as an elite recipient of the Konica Minolta Pro-Tech Award for 2006.

The Pro-Tech Award indicates an exceptional commitment to customer service and satisfaction. Very few are able to achieve this honor, although hundreds have participated. Without a doubt, your achievement is proof of your organizations' loyalty to customer service and support, an increasingly vital factor in these highly critical times.

Portray the Pro-Tech symbol proudly. We encourage you to make full use of the promotional items Konica Minolta provides, after all, they are an indication of your proven commitment to customer satisfaction.

The Pro-Tech Service Award is exclusive in our industry, intended to recognize the "best of the best". All of us at Konica Minolta are extremely appreciative and pleased to have you on our team. Many thanks go to you and your technicians for the support and effort you've shown to earn the Pro-Tech Service Award.

Sincerely,

James Ingrassia
Vice President
Dealer Service & Support Group