

31st March 2004



The General Manager
BKW Rent-A-Car Pte Ltd
20 Jalan Kilang
Singapore 159418

Attention: Mr Anson Lim G. L

Dear Sir;

NOTE OF APPRECIATION

On behalf of the Management, I wish to take this opportunity to express our sincere appreciation especially to you and to your Company. You were instrumental in ensuring good customer services relations, particularly your high service level and personal attention to details.

During the course of the last two years of rental period, BKW has proven to be responsible and professional in terms of commitment and high standard of customer services. Times after times you have demonstrated from the beginning, that BKW is the choice car rental company that which we have the privilege to have associated with.

Your Company's impeccable services and customer-focus approach deserves our praises and commendations for an outstanding job done. Hence we will not hesitate to recommend your Company to any organization, which require BKW's services.

Thank you.

Yours faithfully,
Advanced Systems Automation Limited

A handwritten signature in black ink, appearing to read 'Raymond Lim', is written over a horizontal line.

Raymond Lim
HR Manager