



12 Peel St., Simcoe ON  
tel: 519.426.0200  
fax: 519.426.1436

November 22, 2010

Smith Business Solutions  
1673 Richmond Street, Suite 218  
London, Ontario N6G 2N3

Dear Michael Smith,

As you know the decision to retire is a lengthy and difficult decision to make. After a number of years researching different companies, your company kept coming up with the most positive comments and success stories. At one time we thought we might just do it ourselves. I can honestly say as we go into our last 7 days we made the right decision to hire this one, and to hire Smith Business Solutions Inc.

We met with you, Vern Huston and Neil Barnes over the last few years planning and looking at projections for our retirement sale. As we come to the close in just 7 days we have put our 57 year old business in the right hands. We have met and exceeded our projections. We sold 50% more than our entire last year. Today with less than \$2000.00 of furniture and a few appliances we are thoroughly delighted and know that most every item will be gone by Sunday. This has been just amazing in our small community.

Your consultant Jamie Thompson is a true professional and has worked tirelessly making this sale a tremendous success. Jamie has maintained healthy margins throughout the sale as projected, and has even been able to sell our large appliance inventory at healthy margins. He brought in some additional sales people that were professional to work with, which proved to be beneficial. In business there are always issues to be dealt with and Jamie handled every issue as a true professional.

We can now retire and live in our community with dignity and all customers taken care of. Thanks to all within the Smith organization that made this a great experience. As a bonus we just sold our building in the last week of the sale.

In close, we will highly recommend Smith Business Solutions Inc. and the professional's your company provides.

Sincerely,

Leslie & Janet Westbrook