

October 23, 2007

Ms. Rose Reddy  
Westhill Florists  
100, The Boulevard  
Westmount, QC H3P 2X5

Dear Ms. Reddy :

**SUBJECT: YOUR CLAIM LETTER DATED OCTOBER 20, 2007**

As you stated in your October 20 letter, the purchase you should not have been charged the regular client rate for the hall rental and we very much regret the inconvenience you have experienced.

We will credit the difference in rental rate to your account. As well, a five percent discount will be applied to your next payment. If you do not agree with this adjustment, please indicate which solution you prefer.

Sincerely yours,

Sylvain Doré

SD

c.c Claude Comptant