



KYOCERA Document Solutions

14101 Alton Parkway  
Irvine, CA 92618

November 13, 2023

Mr. Byron Rodgers,  
CEO  
Bravo Research Group  
5816 E. Indigo Ct.  
Orange, CA 92869

Dear Mr. Rodgers:

I am writing to thank you for the quality of service provided by your company and convey our gratitude for the excellent service provided by your agents for Kyocera on October 12 – 20<sup>th</sup>. Each and everyone of them, Mike, Christian, Darren, Seals and Josh provided a level of service that truly exceed our expectations and made our employees feel safe and comfortable. Also, the professionalism that they portrayed impressed the entire team and were honored to have them assisting us.

Please extend our appreciation to each of them for their remarkable services. The quality of service is undoubtedly a reflection of your company values and will bring Kyocera back if such services are ever needed in the future.

The entire Kyocera management team also wishes to extend their heartfelt thanks.

Warm regards,

A handwritten signature in black ink that reads "Debora Smith". The signature is fluid and cursive, with a long horizontal stroke at the end.

Debora Smith

Regional Manager, Human Resources