

Dear Intelligarde,

I just wanted to take a moment to send you a note complimenting the Intelligarde Officers here at our location. They did a great job through the difficult time we had recently with our new Security System. As it turned out, many of the proprietary ID badges that were sent to us by our parent company had defective computer chips in them. This problem was not discovered until our HR



Department circulated the new badges and took the old badges from the employees. When our employees went to use their badges, many of them didn't work. Of course, the employees who had problems with their badges went directly to the gatehouse to share/vent their concerns to the Intelligarde Officers. To the Officers' credit, they remained calm under fire and dealt with the employee's complaints professionally and with grace.

I wanted to tell you how pleased I am with how the Intelligarde Officers handled themselves under fire over the last four weeks. Their professionalism and patience helped to minimize the damage caused by the defective badges.

Sincerely,
Your Satisfied Client