

The Black Hills

REPTILE GARDENS

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Dear Tom,

We at Black Hills Reptile Gardens want to let you know how pleased we are with Quik Cash 24 and what we think sets you apart from everyone else. By turning our processing over to your company we have enjoyed great customer service and have made more money than we were seeing with the other company. We consider this a double bonus.

We found your company on line and read through all the statements and promises and thought, "No way!, that sounds too good to be true and no company can be that perfect". But, you have proven that you are. Because of the improved convenience factor, lower decline rate and superior customer service we have definitely come out on the better end.

We are a zoo with the world's largest reptile collection with an annual visitation of 300,000 people in an 85 day time period. We strive to provide excellent customer service which, as with IMS, sets us apart. Only once in 85 days did a customer complain he couldn't get cash. Your customer service department gave us an answer within 30 seconds; better yet our customer had his money within 2 minutes.

Our previous provider gave us the opposite experience. The system was always down, no connections, declines for no reason, and our customers were continually asking, "What's going on?" We had nowhere to go. When calling their customer service department we would either get a machine or a human who could merely take a message. Whatever issues we have had now are taken care of with professionalism by your very friendly staff. Amazingly, when we had a billing question we were emailed with an answer within 10 minutes.

Another remarkable factor is being able to access my account on line to get billing reports at once. Based on those reports my decline rate is dramatically down. IMS has come through for us from start to finish, which is a real oddity in today's business world.

Yours truly,



Mike Malon
Marketing Director