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TO WHOM IT MAY CONCERN

**Recommendation letter for Mr. Mark Michael, Voice Recognition Systems
Lexington, Kentucky**

It gives me great pleasure to provide a recommendation letter for Mr. Mark Michael of Voice Recognition Systems, Lexington, Kentucky. I had used Dragon Voice recognition software for 5 years in my private paediatric practice in Kenya. I consulted with but Mr. Mark Michael as I was having problems with the accuracy of the transcription using a digital Dictaphone.

He straight away recommended I purchase a Phillips voice recorder, Trigram vocabulary software and a customized Acer Laptop. He was very professional in his recommendations and advice. His response time to emails was very quick. He was very willing to accommodate my long distance calls from Kenya to ask questions. He also called me to provide extra information at his own expense.

Once I had purchased the software and hardware he very patiently took me through training the new Dragon software on my customized laptop.

I highly recommend Mr. Mark Michael for his advice, the quality of the products he sells and workmanship in customizing computers. Please do not hesitate to contact me for any questions.

Yours sincerely,

Dr. Sidney Nesbitt
Consultant Paediatrician