

From: **Akash Jauhari** <akash.jauhari@hcl.com>
Date: Wed, Sep 17, 2014 at 7:33 PM
Subject: FW: FOR YOUR PRECIOUS APPRECIATION LETTER
To: "Delhi Delivery (delhidelivery@agarwalpackers.com)"
<delhidelivery@agarwalpackers.com>

Hi SURSH ARYA IMSA,

The overall experience was pretty nice with Agarwal packers and your services. However, I would give both positive & negative feedbacks:

- +) People engaged in receiving and delivering goods were really good
- +) Idea of a dedicated SPOC is nice

-) Online tracking of consignments must be present
-) Customer care can be more responsive

Thanks,
Akash Jauhari
Senior Executive, HCL Technologies