

23 Tevet, 5776
January 4, 2016

To
Conbiz Company

Dear sir,

Re: Gratitude and appreciation to the Conbiz Company

Several months ago I approached Shauli, director of the Israeli branch of Conbiz, a company that provides consultation services on matters concerning the establishment of businesses and real estate in the Czech Republic, for assistance in searching for a property for purchase. I had two goals: first of all, to acquire an income-generating asset, that would yield profits over time, and second, one that would provide a dwelling for my daughter, who is studying medicine in the Czech Republic.

From my very first meeting with Shauli I encountered an honest, fair, and attentive person who provided all the necessary and relevant information. I was informed that the company takes upon itself to offer me several optional flats, and we signed the forms. In less than a week the company's CEO in the Czech Republic, Amos Uzan, sent me photographs of five flats. One of them caught my eye immediately. I flew to the Czech Republic to inspect the flats for myself. Upon landing I was met by Amos. The next day we travelled to the city of Brno, where I intended to purchase property. We visited all the flats and one of them was to my liking and appeared to meet my needs and expectations. We negotiated with Amos's help and reached an agreement. After finalizing the deal we drove to Prague, where I opened a Czech bank account. Amos helped me open the account and arrange the paperwork. I returned to Israel feeling that Amos's dedicated attention would be instrumental in closing the deal. And that indeed proved true. Amos saw to all the small details. I gradually transferred payments to the company's trustee. Amos was exemplary in his financial dealings, however, his conduct from the moment I arrived once again in the Czech Republic, less than a month after the last detail of the deal was closed, this time as the legal owners of the property I had purchased, was not only over and beyond the line of duty but primarily over and beyond anything I could have expected.

Amos came with my wife and me to the local branch of Ikea, where we bought all the necessary furnishing for the flat. In addition to the lengthy time spent with us – the purchase

took several hours – he also made sure and confirmed that all the items we ordered arrived at the house we had bought. Two weeks later my daughter moved in to the flat.

Throughout the process Amos gave me the feeling and confidence that I could approach him with any question or problem. I was moved by his excellent and exemplary service.

During my entire relationship with the company, beginning from my initial contact with Shauli and ending with the concern for every detail shown by Amos, it was evident that this is a well organized and established company whose workers, in both branches, in Israel and the Czech Republic, work in full cooperation to provide clients with the best possible service and make sure that the goal is indeed reached.

I would like to thank and to express my utmost appreciation for the professional service and the warm and heartfelt personal attention I received from the company's owners and representatives in Israel and the Czech Republic. Such attention, although necessary and expected, is certainly not to be taken for granted. As one who witnessed, felt, and experienced it, I can attest from personal experience that the entire process, from beginning to end, was carried out flawlessly, seeing to the smallest detail. It was performed with transparency and fairness. At every stage Shauli and Amos gave me the feeling that I can trust them; that the deal would be carried out and executed to my full satisfaction and that the company would fulfill its commitments towards me. And this was indeed so.

In a complex process, carried out in two countries, when naturally I could not be physically present at all times at the site of the deal, it is extremely important that both parties trust each other as reliable and trustworthy.

Therefore, I feel a need and wish to thank and show my appreciation for the excellent attitude and for the model – in my opinion exemplary – of customer service at its best, in its deepest and truest meaning. I would be glad to warmly recommend the company in general and yourselves, Shauli and Amos, in particular, to anyone who asks me about purchasing a real estate property in the Czech Republic.

Sincerely yours,

Shmuel Pizanti
8 Hashikma Street
Maccabim-Reut