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To whom it may concern.

This letter serves to confirm that Grapevine Communications is Lexmark International SA's local PR agency as part of a Pan-European contract between Lexmark and Lewis PR (UK).

Grapevine Communications took hold of our account with passion and dedication from the first day, and we did not see a dip in activity during the change over.

The Grapevine team is highly knowledgeable and professional. From the start, there was valuable interaction and contribution and we have gained from the partnership.

Lexmark is not a large traditional marketing organisation, and PR with integrity and quality then becomes even more important. Grapevine's team works very successfully within this framework, and are extremely successful with relationship building and going the extra mile.

Marie's personal involvement in our account and her experienced and savvy team she employs has made it a fruitful relationship for me, and I trust it will continue.

I have enjoyed working with Marie and Tanya, and I wish Grapevine only the best for the future.

I remain at your disposal for further information.



Sincerely,  
**Louisa Craig**  
**Marketing & Communications Manager (November 2000 – January 2009)**  
**Lexmark International SA**  
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