



April 5, 2013

To Whom It May Concern:

Service. Service. Service. That's the reason we use First American Payment Systems for our processing.

It's having a face that is always there. When we need them, Adam Roberts at First American is just a local cell phone away, rather than some 800 number that may or may not be reliable.

Typically if there's a problem or an issue First American arrives on location within 20 minutes, and with most processors you sit on hold for 20 minutes! Those issues aren't common but when you have a customer in front of you trying to pay and the card isn't going through, we need local help from our processor right away. First American is that processor right away.

We can't say enough about their hands on, dedicated way of doing business.

Sincerely,

Jill Collins
Sartor Hamann Jewelers