



22 September 2015

## TO WHOM IT MAY CONCERN

I have been using REI Master since 2007 and have found it to be an excellent program for Real Estate Trust Accounting. The menus and icons are 'easy on the eye' thus making moving around the program less complicated than other Trust Accounting software packages. I initially installed the program myself and started entering data before I had the free training offered by REI Master. That was how easy it was to use. The training provided was first rate and I totally advise that managers take up the offer of free training or even pay for the advanced training, which I did, as the program has so much to offer.

The Reports that REI Master generates are well designed and have many functions that you can personally chose. The ability to use RTA forms via REI master is another plus. I love the ability to send SMS messages to tenants etc as this function allows me to keep a record of all calls/jobs etc which I can print out if needed. There are so many extras available with this program and the list is endless.

The support provided by the REI Master Team is amazing. I have never had to wait very long after logging a call for assistance (usually within 5 minutes). I have even had support after hours and the personnel who helped me were very obliging and extremely helpful. The team understand how important having the program running to your specifications and a solution is always provided to any problem or query you may have.

I have recently entered into a new management rights agreement where I have holiday accommodation. I was delighted to learn that REI now have holiday lettings incorporated into REI Master and I had no hesitation in using the REI Accommodation Module. REI have been wonderful in getting me through the 'teething processes' with this and have had no hesitation in helping me, either via phone or by coming out to see me.

I cannot speak more highly of the team and the product – both exceed my expectations with service and the quality of the product. In these days you often find that once you buy a product you receive no further contact with the firm. Not so with REI, they are only too willing to help. If you need to contact me I would be only too willing to "sing their praises" – so give me a call on 07 5537 6517.

A handwritten signature in black ink that reads "Janette Evans".

**Janette Evans**

RESIDENT MANAGER