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### Testimonial for How-Chan Hoh of Halchax IT Solutions

My name is Chris Bentley and I am an independent Distributor with the Utility Warehouse.

I have used How Chan's service on two occasions – firstly for a repair on my girlfriend's son laptop which proved to be caused by some rough handling. Despite this self-inflicted damage How Chan declined to charge for rectifying the problem which involved removing a small screw wedged in the hard drive.

The second occasion was on my own desk top which had been misbehaving for a while. How Chan quickly identified the fault which I'm afraid was terminal. He recommended a replacement which having agreed a price with him, he installed. On this second occasion he felt that he had not done enough to justify the installation cost we had agreed but I insisted that it should be paid.

Having dealt with How Chan over these two issues I can vouch for his honesty and technical ability and will have no difficulty recommending to anyone who is experiencing PC issues.

Chris Bentley