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June 14, 2013

Frontline Processing  
Dana M. Harris  
3702 Trakker Trail Ste #1F  
Bozeman MT 59718

Dear Ms. Harris,

We have been using Frontline Processing for the past year and are very happy with the relationship. My favorite thing about them is their customer service. When I have a question I can pick up the phone, call them, and a person who can help me answers the phone.

We initially contacted Frontline after becoming frustrated with the customer service provided by our former processor. That service required us to navigate an extensive automated phone system and then spend valuable time on hold waiting to talk to a person. I also never had a personal account representative that I could email.

Mike Peterson was our initial account contact. He was very patient and helpful when we were setting up our account. He answered all of my questions thoroughly and provided a detailed cost analysis so I could easily compare the cost of the new service to the old service. Mike has also remained my contact for account questions and I know that I can email him anytime and he will respond promptly.

I would highly recommend Frontline Processing. Their customer service still focuses on the needs of the customer, they respond promptly to questions, and have done an excellent job servicing our account.

Thank you,

*Heidi Balus*

Heidi Balus  
Accounting Department  
Heidi@sauceheadwear.com