



December 16, 2002

To: Whom It May Concern  
Subject: exim\*trade international

Dear Sir or Madame,

Several months ago, I needed to bring some things from overseas. It could have been from Hong Kong or the UK, but either way I had to learn the import process. Working on my own, I found I didn't have time to manage the all-important details. Fortunately, I took an import course from Scott Maynard, whom I then hired as a consultant for my project. exim\*trade made the transaction hassle free for me. Scott's expertise, his comfort with sensitive issues, and his commitment to our company allowed me to concentrate on my own strengths: running the company and guiding growth.

Scott's large, deep knowledge base was an invaluable resource. He set up a well-organized chain between BroadQ and Hong Kong; which kept intellectual property, the cornerstone of my project, moving smoothly in both directions. He worked efficiently with freight forwarders and brokers; he knew the rules, laws, duties, fees, and tariffs; and was very thorough.

More importantly than knowing how to use the system when it was working well, Scott knew what to do when there were problems.

When a shipment arrived damaged, Scott went right to work. He initiated an investigation, took digital photographs, and liaised with the exporter. This last function, communicating what needed to be fixed or done differently, smoothed the way for my professional relationship with the exporter. Similarly, when a shipment was late, Scott was our formal intermediary. He worked with the freight forwarders to get the shipment moving, then briefed the appropriate agents about the late arrival.

It was this level of representation from Scott that has proved most valuable. This was an important project, and Scott treated it as if it were his own. He took the time to understand our needs, concerns, and what was, and was not important. I felt that Scott was part of the team; he was there for our company, not for someone else. In the future, I anticipate bringing in large shipments, again from either Hong Kong or the UK.

Scott will continue as part of the team. I know I can call him and he will take care of us. With anyone else, I would have to wait for customer assistance to call me back.

Throughout our work together, Scott has been as generous with his knowledge as he has with his expertise. I know far more now than I did, including that exim\*trade is a great service for anyone who needs to engage in international trade.

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*Stacey Zuniga is Vice President of Business Operations for BroadQ, a digital lifestyle and entertainment software company developing solutions for communicating digital content.*