



November, 2007

Re: Reference for All Services

Dear Alex,

I wish to thank you, Xenia and all the team at All Services for another successful Mediterranean summer season.

M/Y Outback is a busy charter yacht that is truly global and our success could not have been achieved if it was not for the strategic relationship with All Services, especially Xenia. I feel you, Xenia and your team have made what is sometimes seemingly impossible, possible.

There have been many instances over the years that the demands of charter and yachting have been overcome with your support and assistance, but a specific that comes to mind, is a set of main engine turbo's that failed mid charter upon arrival at Pontine Islands, after an overnight steam from Sardinia.

We limped into anchor on one engine at dawn, whilst raising Xenia on the phone to organize two turbo's plus technicians to be delivered to Ponza before our next scheduled departure that evening. This was done in between the usual demands of organizing restaurants, tours, transport etc. for the charter guests.

All Services found the parts, coordinated the pickup and delivery to Monaco Heli Port, had the helicopter deliver the parts to the yacht in Ponza, found two certified technicians that were somehow in Ponza and have them come to the yacht on anchor, fit and depart all without the guests knowing any different. The show must go on and we completed the charter with success!

The owners, I and the team on Outback wish to thank you for the professional service and seamless support we receive. All the little things are recognized and your ability to go the extra mile with a smile is greatly appreciated.

Thank you again and look forward to continuing to build our relationship into the future.

Best regards,

Chris P Lawrence

Capt. M/Y Outback

