

**Susan Honea Coaching & Consulting**

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Subject: Endorsement of Jim Hilber's Services with Merchant Gladiator

To Whom It May Concern,

I am writing to wholeheartedly endorse the services of Jim Hilber with Merchant Gladiator. I have had the pleasure of experiencing Jim's expertise first-hand when he resolved a payment processing issue for my client, MDE School of East Cobb, Inc.

Our collaboration began when MDE School was facing challenges with their payment processing system. The existing system was outdated and inefficient, causing delays and errors that affected the school's operations. Enter Jim, who brought not only his wealth of knowledge but also an unparalleled dedication to customer service.

Jim conducted a thorough examination of the existing system, identifying key areas of inefficiency and potential risk. He then recommended and implemented a robust, user-friendly solution from Merchant Gladiator that simplified a complex process and provided a practical solution.

Furthermore, Jim's professionalism and dedication to customer satisfaction were evident throughout the project. He worked closely with the school's staff, ensuring they understood the new system and were comfortable using it. His patience and clear communication were appreciated by all and contributed enormously to the success of the project.

Since the implementation of the new system, MDE School has experienced smooth and efficient payment processing like never before. They are thrilled with the results and would enthusiastically recommend Jim's services to anyone who asked.

I cannot recommend Jim Hilber and Merchant Gladiator highly enough. His expertise, customer service skills, and ability to provide practical, effective solutions make him an invaluable asset in the payment processing industry. I encourage anyone seeking to improve their payment processes to consider Jim's services – you will not be disappointed.

Sincerely,

Susan Honea