

----- Original Message -----

From: Wong, KY

To: Pinnacle Travel's Cassandra Chua

Sent: Monday, October 12, 2009 3:23 PM

Subject: RE: Concerning Hanoi Booking_Service & Pricing

Cassandra,

I am always surprised by your great customer service and personal touch. Thank you.

Cheers...KY

From: Pinnacle Travel's Cassandra Chua [mailto:cassandra@pinnacle-travel.com]

Sent: Saturday, October 10, 2009 12:50 PM

To: Wong, KY

Subject: Concerning Hanoi Booking_Service & Pricing