

May 18, 2012

Governor Neil Abercrombie
State Capitol, 5th Floor
415 S. Beretania St.
Honolulu, HI 96813

RECEIVED

2012 MAY 24 P 3:00

DIRECTOR'S OFFICE
COMMERCE AND
CONSUMER AFFAIRS

Dear Governor:

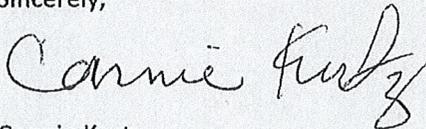
I wish to commend Emily da Silva, an employee in the Department of Commerce & Consumer Affairs. I am the current club president of Keiki Aloha Quilts. We are a small group of mostly senior ladies who make and donate baby quilts to most of the area's hospitals and to some charitable organizations who service our keikis.

We had applied for and were approved as a non-profit organization by the State last year. This year was the first time we had to pay our 2012 Business Annual Fee on-line. A mistake was made in the bank information field when I filed on-line. Emily immediately emailed me and asked that I contact her. I called and left a message. She called me back within an hour and explained the error. I asked if we could mail in the \$2.50 fee to the State. She immediately emailed me back with all the relevant information I needed.

First of all, Emily was very expeditious in responding to the error and to my phone call. She was also very polite and took the time to explain the error. Frankly, I had not expected such courteous, efficient and timely responses.

Please convey to Emily our gratitude for making a daunting procedure easy. It was gratifying that she gave us, a very small organization, such care and attention. Our next year's filing will be much better thanks to her. If Emily's professionalism is representative of the other State employees, then kudos to you and your managers; if not, Emily should be held up as a paragon for the rest.

Sincerely,



Connie Kurtz

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12:0524515

To Director: DCCA

COORDINATE with _____

Final reply for Gov. sig. Follow up

Direct reply (cc/bc: Gov.) Submit copy of response

Appropriate action Keep enclosure(s)

FYI/file Return enclosure(s)

Comment/Recommendation

Other _____

Due _____

Please refer to: 6/8