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October 24, 2000

Advanced Data Solutions  
Attn: Pamela Martin  
2605 Hoover Avenue, Suite F  
National City, California 91950

Dear Pamela,

I do not know much about computers, but I DO know that, when I cannot turn on my laptop computer and access my Creative Memories business records and my family history records, I am in trouble.

My hard drive had crashed. All of my business contacts were on the hard drive.

Records resulting from ten years of family history and genealogy research were on my hard drive.

My son and my husband were unsuccessful in retrieving my data.

A convoluted path of data recovery efforts finally led me to Advanced Data Solutions. I initially dealt with Pamela. She was efficient and honest about the probability of retrieving all or part of my data.

Several ADS employees—including Tim and Jorge--worked as a team to recover all of my Creative Memories business records, and all of the genealogy and family history records I had spent over ten years collecting. I am relieved to report that I have been able to contact my customers now, and have been conducting Creative Memories classes, teaching people all over San Diego County about photo scrapbooking and the preservation of family stories in safe photo albums. I have also been able to continue researching my family's history. Just last week I discovered the death date of my husband's maternal grandmother (she died on 30 December 1967, in Powell River, British Columbia, Canada).

The person I most appreciate at ADS is Klon. He sat with me for over an hour when I picked up my laptop, and helped me locate vital information like notes I made during several oral histories conducted in places like Ontario, Canada; Alabama; Georgia; and Tennessee.

There are three things I will remember from now on when I exit any program in my computer:

1. Back Up
2. Back Up
3. Back Up

Thank you for your services and expertise. I will recommend your company to all of my friends and business associates.

Sincerely,

*Mary*  
Mary Lovett

