

**thompson goodis st. petersburg**

700 Central Avenue, Suite 500 | St. Petersburg, Florida 33701 | TEL 727-823-0540 FAX 727-823-0230

*DefaultLink* has successfully and professionally handled our service of process work for almost two years.

In this world of so much automation, *DefaultLink* has a hands-on approach, while also providing the technical support that is required. We do not have to go through a voice mail maze of pushing extensions and answering automated questions. Our phone calls are answered by a real live person and our questions are answered quickly, courteously and efficiently!

On the technical side, they provide access to a *DefaultLink* website. The website is beneficial, is very easy to use, and always available. Our Returns of Service are there for us to view, print or save. Also, the case comments for each party we are attempting to serve can be easily read for up-to-date status. A nice touch!

Once service is complete, we receive, via email, a PDF copy of the Return of Service, status report outlining the entire service process for the case and billing invoice. Our accounting department appreciates the clarity of the bill which gives each party's name and addresses attempted for service. No further explanation is needed.

Overall, our experience with *DefaultLink* has been a real pleasure and we are happy to recommend this company for your service of process needs.

Yours truly,



JAMES B. THOMPSON, ESQUIRE  
*Board Certified Civil Trial Lawyer*