

BETTER ENGINEERING SERVICES

Email : sales.bes4@gmail.com

Kigali, August 04, 2025

TRINITY NYAKABINO

Subject: Important Information Regarding Account Access and Technical Support

Dear Sir/Madam,

We are writing to inform you of some important changes and updates regarding your account access and technical support.

First and foremost, we regret to inform you that our company is currently in a period of mourning due to the recent passing of our boss. As a result, there may be some delays in our usual services.

Specifically, we are unable to send a technical support staff member to assist with this issue at this time. However, we anticipate being able to dispatch a technician to your location to help you. We will contact you to schedule an appointment.

Furthermore, please be advised that our formal accounts in names of BETTER ENGINEERING SERVICES are not currently in use. For all future transactions and communications, kindly use the following account details:

[Bank Name]: [Bank of Kigali]

[Account Name]: [NIWEMWANA DARY ROSE]

[Account Number]: [100157947693]

We understand that these changes may cause some inconvenience, and we sincerely apologize for any disruption this may cause. We appreciate your understanding during this difficult time.

If you have any questions or require further clarification, please do not hesitate to contact us.

Sincerely,

BETTER ENGINEERING SERVICES



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