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From: Dennis Phua Kia Wee

Sent: Monday, 22 September 2025 2:10 pm

To: manager@pinnacle-travel.com

Subject: Hanoi Golf 16-19 Sept

Special mention Mr Hero our tour guide who is a very responsible and good tour guide. Arranged everything to the last detail and have took great care of us during the visits including personally ensuring that we tee off at the first hole before he leaves.

He will bring lots of repeat customer to Pinnacle.

The Company must compliment him.

We would like to Thank Mr Hero and his Driver Mr Hui for the Great Job.=