

Bitung, Sulawesi, 5 September 2011

Letter of Reference, Andy Shorten.

We were in Bali in February 2009, preparing for a year of cruising in Indonesia. Our agent at the time was so bad that he got us into a position with the officials, where we had to leave the Country, before our owners even arrived on board.

I spoke to many people at the time, but no-one managed to provide me with a solution to stay. This is when, by chance, I met Andy. He systematically went through the issues we had and provided us with a solution whereby we could stay in Indonesia and continue our year's cruising.

We appointed Andy as our new agent and he has taken good care of us since.

Indonesia is a difficult destination. You cannot always get everything that you want and the officials are not the easiest to deal with. Andy has had the ability work miracles under the circumstances.

With Andy's help, I am confident that I can get what I need and what my owner wants. He provides peace of mind and gives me an incentive to return, time and again.

Indonesia is a fantastic place for yachting. It is also a world-class diving destination. We have been in the region for almost three years now and we were initially only planning to stay for only one!

If Andy was not there in February 2009, we probably would have skipped Indonesia, entirely.

I have no hesitation in providing a reference for Andy. I would not consider any alternative, when I am in the Country.

Sincerely,

Raymond Heer

