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Berlin, 18.02.14

### **Letter of reference**

To whom it may concern

This is to certify that Alexander Feldt, born 29.6.1967, has been working as a freelance support agent for Lesson Nine GmbH, Berlin, Germany since January 22, 2013 on Lesson Nine's online learning product "babbel.com" and carried out the following project tasks:

- E-mail based German customer support using an online ticket system "Zendesk"
- Testing learning content for technical support department on Android & iOS devices
- Writing, editing and maintaining technical articles for the internal HTML based English knowledge base which includes capturing still images and screenshots from Android & iOS devices as well as editing video tutorials using Apple's iMovie

He has always executed these tasks in a superior quality by the required deadline.

Yours sincerely

A handwritten signature in black ink, appearing to read "Stephan Seyfarth".

Stephan Seyfarth  
Director Customer Service