

Jancewicz + Son
Morgan Street
Bellows Falls, VT 05701

Sept. 21, 2001

Dear Sir:

I am writing this letter in reference to our recent roof installation. We are very pleased with the outcome, and feel that the crew deserves a recommendation for its outstanding job performance.

It is extremely important to be able to deal with courteous, knowledgeable people, who are willing to go the extra step to come up with new ideas and helpful hints to please so-called neet freaks, like me.

I know we were very lucky to have had Randy and his crew working for us. He has demonstrated that we can trust and depend on him to help us with any problem or concern we may have, and we feel that it is important to share this pleasant experience with you, his employer.

Two very satisfied customers,

Alister and Chuck Simon.