

February 10, 2009

Dear Todd,

I want to thank you and your staff for doing such an excellent job in repairing the damage caused by our water leak. Taking place during the holidays was the worst possible timing but I can't think of anything that could have been done in a more complete or professional manner. His crew were just terrific. It would be great if more people and organizations held a level of work ethic that you and your people showed. We would all be much happier in our lives.

Thank you all very much!

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Beck". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Tim Beck