

February 27, 2002

B&J Roofing Contractors
2689 McCollum Parkway
Kennesaw, Georgia 30068

Dear Sir or Madam:

The purpose of this letter to thank you for the professional work performed installing our new roof. I was very pleased with every step of the process, including contracting, removal, installation, and cleanup. Your staff worked hard to ensure my complete satisfaction. In particular, I want to recognize Sandi for her hands-on approach at the job-site and frequent communications, Theo for his attention to detail and crew oversight, and Ruth for her thoroughness scheduling the work and completing the contract.

You are welcome to use this letter as a referral to future customers. Your reputation in our subdivision as a quality roofer is well deserved. Thank you again for a job well done.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Poling", enclosed within a large, loopy circular scribble.

Kurt Poling