

**JERRY SHELL**

April 24, 2003

Sandi Kuhlemann  
B & J Roofing Contractors  
2689 McCollum Parkway  
Kennesaw, GA 30144

Dear Sandi:

The work on my new roof has been completed and I would like to thank you for the very excellent service and quality of workmanship that your company provided.

In recent times, most consumers have been accustomed to expecting less than ideal service from just about every company. Not only did B & J meet my expectations of quality and service, but your company far exceeded my expectations. This does not happen with very many firms.

B & J was professional and helpful in every phase of our dealings, from the initial inspection and estimates, helpful suggestions on picking the most suitable tiles, right through the work and clean up.

Your expertise and counsel were most welcome.

One would expect to pay some premium for such excellent work, but I was delighted to find that you charges were competitive with other roofers.

Thanks again for doing such excellent work. I would recommend B& J to anyone looking for great workmanship, quality, and service at a reasonable price.

Please fell free to use me as a reference.

Sincerely,

A handwritten signature in cursive script that reads "Jerry Shell". The signature is written in dark ink and is positioned above the printed name.

Jerry Shell