

June 5, 2002

Dear Michael,

As a former detective-lieutenant of the Boston Police, I am pleased with the outstanding workmanship performed by your company on my roof. Certainly, I will mention your name to my relatives and friends.

May you have many more years servicing homeowners, like myself, in need of your expertise.

Best regards,

A handwritten signature in cursive script that reads "Samuel K. Abany". The signature is written in black ink and is positioned to the right of the typed name below it.

Samuel K. Abany