

42 Jarvis Avenue
Hingham, MA 02043
March 21, 2001

Mr. Mike Lynch
21 Arnold Street
Braintree, MA 02184

Dear Mike:

I am often asked the question, how did I choose Associate for my roofing company? My first response is usually, "that after interviewing four roofing companies, Mike Lynch was the only one to actually get up on my very high and difficult roof, look around, draw pictures and know what it would involve so I would not be surprised later." No other company did that.

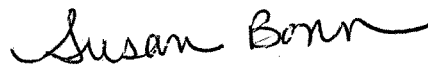
I also liked the fact that you knew that living by the ocean would require stronger shingles and nails and made me aware of this, as my insurance company does not pick up wind related incidents.

I was also surprised that you were on schedule with your starting date and arrived on time. I enjoyed working with Mark and his crew. They spent many long days at my house; however, they never seemed to bother me for anything.

After seeing the mess that occurred with this roofing project during the day, I figured I would be spending a long time cleaning up after your men left. However, I am impressed with the clean-up process. My yard was so clean, I don't think I need to do spring clean up this year!

In summary, Associate Roofing was a pleasure to do business with. Your follow-up calls during the project let me be assured that if I had any questions or concerns, I had a voice to listen to. I would highly recommend your company. Please feel free to use my name for reference or if anyone wants to see my beautiful roof, they may do so. I've already had many people compliment my house due to the new roof.

Thanks again,


Susan Bonn