

December 14, 2006

To: Alex Harry
From: Lance Rae, Malcom Group
Subject: Minneapolis, MN Roofing Project

Alex,

I'm writing this letter to thank Acme and more specifically John Doe for the incredible job on the XYZ building in Minneapolis, MN. This building was a particularly challenging building as one of the tenants houses their information technology equipment and back-up servers for their Minnesota headquarters here. This location is critical to their operations, and as you can imagine, re-roofing it was of great concern.

John took complete control of this project from day 1. He handled all of our issues and initial concerns with great professionalism. More importantly, our tenant was absolutely thrilled. We get calls from this tenant on a daily basis about anything from a parking bumper being cracked to the mulch rings not being even. Not only did they not have one single complaint, they couldn't say enough about Acme's work, and John's communication, availability and professionalism.

Thank you very much for assigning John to this challenging project, and we look forward to working with Acme (and Mr. Doe) for years to come.

Warm regards and a safe and happy holiday season!