

November 26, 2002

Bowles Roofing
5981 S.E. 78th Street
Ocala, Florida 34472

Attn: Don Bowles

Dear Mr. Bowles:

I am writing to thank you for doing such a wonderful job on my roof. Your company has gone over and beyond the call of duty in order to make sure the job was done completely and satisfactorily. I have never experienced such service from another company. I have made it a point to refer your company to friends who are looking for a roofing company.

Again, thank you for caring so much about my small project. I will continue to rave on the service and quality of your work.

Sincerely,

A handwritten signature in blue ink that reads "Bridget M. Veal". The signature is written in a cursive style with a large initial 'B'.

Bridget M. Veal