

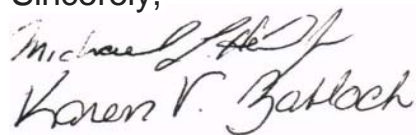
Dear Jack,

We would like to thank you, Jack, and your entire staff for a wonderful job you performed during our home inspection. You've got quite an operation going, and your people are even more to rave about. They seem to love their work and carry out their duties both competently and enthusiastically. Certainly, your company is one to be very proud of.

I chose your company based on the experience, warmth, and compassion I received when speaking to Elizabeth. She was very knowledgeable and sincere.

Michael & I were extremely pleased with your company. We appreciate all your efforts, courtesy, and cooperation you have extended to **us**.

Sincerely,

Handwritten signatures of Michael L H Jr. and Karen V. Z. The signature of Michael L H Jr. is written in cursive and is positioned above the signature of Karen V. Z, which is also in cursive.

Michael L H Jr. & Karen V. Z