

Dear Pat,

This letter is two-fold in nature. First, it is a "letter of reference" for you and your company, and to personally thank you for jobs well done on both my personal residence and on one of our rental properties. When we first met several months ago at one of your job sites, I was immediately impressed with your whole approach to the roofing business and with the quality, professionalism and attention to detail that you have demonstrated you put into each job. You and your crews did an outstanding job on both houses, especially on my residence, in light of the difficulties you incountered on the back room addition and around the fireplace. Your bids are the most detailed and complete (with pictures) along with your "hands on approach" to getting the job done right, is the best & most satisfactory overall "roofing experience" I have had in the 25 years I have been in this business. Which brings me to the second purpose of this letter.

As per our conversation when we signed those first two contracts, I told you that if I was pleased with the finished jobs and overall experience in working with you on those jobs, that you would have all of my roofing business from this point on. I am pleased to inform you that you have my business starting with the seven properties you have already submitted bids on that need new roofs due to hail damage. I have worked hard to build my business and I value, very highly, other individuals & companies, like yourself, that I can build long-term relationships with, built on strong work ethics, honesty, trust and value. I believe we have now established the basis for that, and I look forward to working with you for many years.

Respectfully,

_arry W./Murphy