

18 Suffern Place  
Monsey, New York 10952  
April 11, 2003

Air Kool Mechanical Contracting, Inc  
451 N. Route 9W  
Congres, New York 10920

Dear Sirs:

On March 24 and on April 4 your men came to my house to install a fireplace. I am writing this letter because I would like to commend you and your staff on the expertise, professionalism and courteous nature in which they conducted themselves in my home. I am specifically referring to Mr. Frank Ferrante (#6), Mr. Paulie Diaz and Jay. (Sorry I don't have his employee number nor his last name. There were times where I felt very frustrated with this particular job due to the wrong parts being sold to me by a third party; but if your men felt that same level of frustration it was not shown.

I was very impressed with the way they cleaned up after the installation process making my house look like as if nothing had been done that day. I wish your men and your company the best of luck in the future and hope that you continue to maintain the same level of professionalism, expertise and courteousness.

Sincerely,

A handwritten signature in cursive script that reads "Carmen Ventosa". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Carmen Ventosa