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August 19, 1998

**Southwestern Roofing**  
11745 Jones Road  
Houston, TX 77070

**Attn:** Vincent Place - President  
**Re:** Gary Pinina - Senior Sales Consultant and Roof Installation

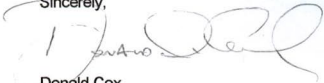
Dear Mr. Place:

I am very happy to report to you the excellent salesmanship, installation, and professionalism of the team that recently completely the roof install on our home. From the actual time of our estimate and job completion was 3 days without quality being sacrificed. Each day the crew leader, Vincent, and his team would thoroughly clean all work areas and check in with me as to the status of the job, and Gary was always available and respond quickly if I had further questions

As a former Commercial Construction Manager and Superintendent, this shows exceptional workmanship and concern for the customer that created a level of trust and comfort knowing that the project would be done on time, as specified, and as negotiated. I have had other general construction previously inside the home by another company and the process and finished product was less than stellar, and in short, a 3 month headache for what should have been a one week project.

My experience with your company and its employees has renewed my faith in fair pricing, honest salesmanship and detail oriented craftsman. Thank you and feel free to have any of your potential customers contact me if they require a referral to your company. I would gladly have you perform any of your services in my home again. Continued success to you and your business.

Sincerely,



Donald Cox

Customer Service Representative - Modern System Concepts, Katy, Tx