

BRENDA ROBERTS
109 ROSILIE STREET
SAN MATEO, CALIFORNIA 94403
APRIL 22, 2007

DEAR TROY MILLER,

I WANT TO THANK YOU FOR A JOB WELL DONE WITH THE NEW ROOF THAT WESTERN ROOFING INSTALLED ON MY HOME IN JANUARY. ALTHOUGH THERE WERE A FEW ISSUES THAT CAME UP, YOUR COMPANY RESOLVED EVERYTHING TO MY COMPLETE SATISFACTION AND I WILL ABSOLUTELY RECOMMEND WESTERN ROOFING TO ALL MY NEIGHBORS, FRIENDS, FAMILY AND ANYONE WHO SHOULD ASK. MANY PEOPLE HAVE ALREADY ASKED ABOUT THE ROOF AND COMMENTED ABOUT HOW NICE IT LOOKS. WHEN I TELL THEM ABOUT ALL THE MATERIAL THAT IS UNDERNEATH, THEY ARE HIGHLY IMPRESSED-ESPECIALLY WHEN I EXPLAIN THAT THERE WAS NO SUB ROOFING BEFORE.

I WAS UNABLE TO WRITE THIS LETTER SOONER AS I HAVE BEEN DEALING WITH AN ILLNESS IN THE FAMILY. THIS LETTER WAS IN NO WAY DELAYED DUE TO ANY DISSATISFACTION WITH YOUR COMPANY. AS I SAID BEFORE, WESTERN ROOFING WENT ABOVE AND BEYOND WHAT WAS NECESSARY INSTALLING A ROOF THAT INCORPORATED THE BEST MATERIALS WITH EXCELLENT WORKMANSHIP.

SINCERELY,

A handwritten signature in cursive script that reads "Brenda Roberts".

BRENDA ROBERTS