

Dear Mr. Cramer:

What a wonderful new “family of friends”... a most fortunate “relationship” for my wife and me!

Please accept this letter of recognition for the outstanding performance of everyone who has been involved in providing us with information and installation of the Lennox furnace/air conditioner units in our home. Beverly and I are extremely impressed by the attitudes and actions of your company’s people.

We commend the following persons who, individually and collectively as a corporate force, have given us exceptional professional skills and personal services: Dave, Jaime, Gil, Pat, Steve, Kay & Debby. We also thank you for greeting us so pleasantly June 18 in the hallway during our on-site visit to your facility.

Yes, we are grateful for our efficiently modern home comfort system. Welcome, too, all of the positive Dee Cramer human touches and treatment that have effectively enhanced our total well-being!

Sincerely,

Larry