

Susan J. Forte
51 00 Wyndemere Square
Swartz Creek, MI 48473

Mr. Dick Cramer
Dee Cramer Heating & Cooling
4221 E. Baldwin Rd.
Holly, MI 48442

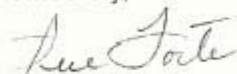
Dear Mr. Cramer,

I am writing to compliment you on your employees. I recently had an air conditioner installed and was very impressed with the courteousness and attention to customer service that both Mike Besant and the installer Ryan displayed.

This was my third experience in hiring your company. While remaining competitive, your company has provided quality products, knowledgeable and courteous representatives and attention to customer service. I find this very refreshing in today's market.

All too often we customers find the time to complain about our dissatisfactions without giving equal time to express our praise. Therefore, I felt compelled to let you know what you are doing right. I look forward to continued good service from your company.

Sincerely,



Susan Forte