

November 5, 2009

Outer Banks Heating and Cooling
Post Office Box 1415
Nags Head, North Carolina 27959

Attention: Brian McDonald

Dear Mr. McDonald,

I am writing to you about the work which you recently performed on our house at 1217 Windsong Way in Kill Devil Hills. My wife and I were very pleased with the quality of the workmanship and with the pleasant and helpful demeanor of your employees. We considered it to be a very nice job which was well executed.

It was especially pleasant to find that the final cost was less than the original estimate, for this I thank you.

As you know, I have previously recommended your services to some of my neighbors and I would be pleased for you to use this letter as a reference should you wish to do so.

Thank you again for a good job well done.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Jamison".

Bernard F. Jamison