

James P. O'Connor

August 13, 1993

Mr. Tim Williams
Creative Home Exteriors
108 Stonehollow Court
Cary, NC 27513

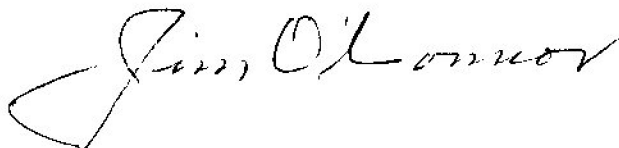
Dear Tim,

Some people accuse me of being to critical and demanding. I am of the opinion that all I want is what I pay for and what has been promised to me.

The screened in porch that you added to my home more than met my expectations. The only way you can tell that the porch was an addition to the our home was if you had seen it being built. The workmanship was top quality and your people were extremely courteous and easy to work with. You did more than you said you would.

Please feel free to use my name as a reference and I will be happy to talk to any one who is thinking of using your company for a home improvement.

Sincerely,

A handwritten signature in cursive script that reads "Jim O'Connor". The signature is written in dark ink and is positioned at the bottom of the letter, below the word "Sincerely,".