

December 17, 2007

Mr. Pete Mitchell
The Fire Works Restoration Company
9420 Watson Industrial Park
Crestwood, Mo. 63126

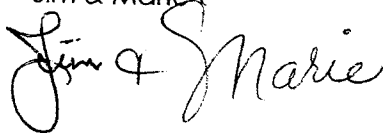
Dear Pete,

As you know on August 3rd. Of 2007 we suffered a lightning strike on our house resulting in our attic area catching fire. We were not home at the time but luckily for us our neighbor was at home and heard the strike and came outside to investigate. They saw flames shooting out of the attic and called 911 to report the fire and sprayed it with a hose until the Fire Department arrived thereby keeping the fire from getting larger. After the fire was put out and we were allowed back into our residence we went about the task of getting the property secured for the night. We called The Fire Works Restoration Companies board up service and your company responded within the hour and this was at midnight on a Friday night.

We scheduled a appointment with another company to start the repairs the following week. **What a Mistake that was!!** They wouldn't start the work without a check for 1/3 of the estimated repair costs and when they finally showed up they did not honor anything in their contract. After enduring the hardship of the fire this treatment was not acceptable and we terminated our association with that company and contacted you about completing the job. You graciously agreed to complete the project. In retrospect, we wish we would have given you this project on the first day as your workmen and foreman, Matt Schamel, have proven to be extraordinarily capable of handling the repairs in a truly professional manner and we couldn't be more pleased with the outcome.

Sincerely,

Jim & Marie

A handwritten signature in black ink that reads "Jim & Marie". The signature is written in a cursive style with a large, stylized "J" and "M".