

James P. O'Connor  
4800 Salem Ridge Road  
Holly Springs, NC 27540

August 13, 1993

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

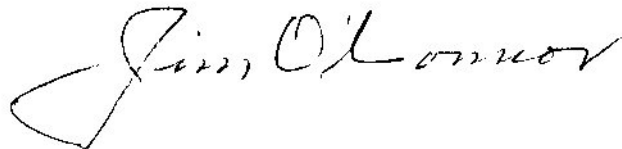
Dear Tim,

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 "James P. O'Connor". The signature is written in dark ink and is positioned below the typed name "Sincerely,".