



March 14, 2007

Coatings Applications and Waterproofing Co.  
5125 N. 2<sup>nd</sup> Street  
St. Louis, MO 63147

To Whom It May Concern:

Let me start by expressing my sincere appreciation for the commitment your staff demonstrated in our roof replacement project.

As you are well aware, the South Florida area has been affected by several Hurricanes in the last few years. Together with that have come many stories of roofing projects gone bad and contractors not living up to their commitments. My experience with your company, and particularly with Bill Divine, Kevin Kropf, Bob Rothlisberger and the rest of your on site crew was very positive and has, in my mind, set the standard for how a professional vendor should behave. Whether it was the daily updates, attention to detail or going above and beyond (matching the paint color and painting roof vents), I was truly impressed with their work and hospitality.

As an additional note worth mentioning, we were hosting an OSHA Training class in one of our meeting rooms. The instructor later came to see me and congratulate me on the company we were using for our roofing project. He actually had his students step outside to visually identify the Safety Procedures your workers were using as an example of how to properly perform such a task.

Thank you and your staff for a job well done!

Sincerely,

A handwritten signature in dark ink, appearing to read "Raul Pino", written over a light-colored background.

Raul Pino  
General Manager