



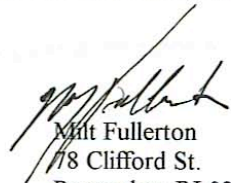
July 18, 2001

Mr. Lopatosky.....

I know it's been awhile since you finished painting my house, but I just want to make sure you know how very pleased I am with the quality of the work your young employees performed. It must have been difficult for them what with all the Spring rain delays, but they handled all that extremely well and did an exemplary job.

An aspect that really impressed me...aside from the magnificent result...is their work ethic. As you know, I'm pretty much housebound much of the time and thus had more time than other clients, perhaps, to observe the goings on. And, what I saw was unflinching enthusiasm among your people from the moment they arrived until they took refuge from the rain or headed home for the evening.

Rest assured I'll be calling you when this stately structure needs a new face and will be recommending you to friends and fellow homeowners. Indeed, a couple of my neighbors already have commented on both the approach of your crewmembers to their jobs and the final outcome of their efforts. For which I thank you...and them...very much.

  
Milt Fullerton  
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