

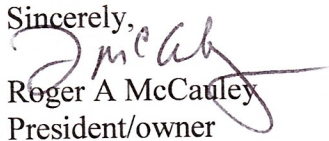
**R.A.M. Residential Specialists, Inc.**  
**5905 Auburn rd.**  
**Shelby Township, Michigan 48317**  
**586-731-9830 – Fax 586-731-9832**  
**License #2102132619**

To Whom It May Concern:

R.A.M. has been in business since 1986. As the owner I have always focused on customer satisfaction rather than profits for the company. Obviously profits have to be taken into account (and we are in business to make a profit) but customer satisfaction has always come first. I am known for my honesty and integrity and insist my staff maintains my personal levels of integrity. This shows itself in my A+ rating with the BBB and my tens of thousands of satisfied customers.

If you have any questions please feel free to contact me at 586 731 9830 of estimator Frank Kopp at 248 534 0949.

Sincerely,

  
Roger A McCauley  
President/owner