

May 18, 2006

Roger McCauley
RAM Residential
47862 Dequindre
Utica, MI 48317

Dear Roger,

Thank you for letter of apology and check for \$50 related to my inconvenience of having to fix the gutter screens on my house. I appreciate the gesture.

I am, however, returning it to you because I still owe you \$50 for your team's additional work of blowing in insulation above my dining room.

Your company is very professional and do good work. If I hear of anyone who needs to have their roof replaced, I will gladly pass on a recommendation for your company.

Sincerely,



Gary Bottos