January 8, 2002

Kelbie Roofing Mr. Mike Kelbie 5430 Lynx Lane, Apartment 212 Columbia, MD 21044

Dear Mike,

I cannot thank you enough for the excellent job you did in installing new roofs on my house in Baltimore. I sincerely appreciate that you responded to my call almost immediately. Considering that I called you on a Saturday, you were out here the next day, on a Sunday, to give me a quote. The quote was quite reasonable – I compared your price and the 10-year warranty on the Firestone Modified Roofing System to two other quotes I received and you beat them both!

Most of all, there are two things that stand out about your service. First, after I accepted your quote and entered into a contract with you, you had a crew out the NEXT DAY! And, you finished the job in just TWO DAYS! That is outstanding! Secondly, when I had a leak a year-and-a-half later, I called and you were here right away. We inspected the roofs together and we found the source of the leak to be a crack in my wall, but you went ahead and "touched up" several spots on the three flat roofs of my house and applied a bead of caulking to the crack in my wall. You clearly were not at fault in the leak, but decided to improve the condition of my roof without charging me a penny... THANK YOU!

In my experience in dealing with contractors, you have provided the best service and quality of work that I have seen. I will recommend your services to all my neighbors and friends.

Thank you,

Mike Curtis

706 S. Hanover St. Baltimore, MD