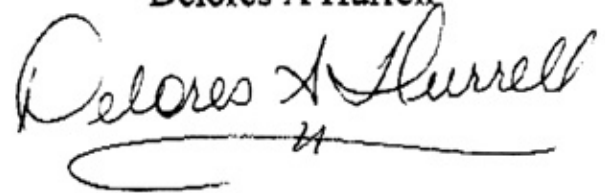


Dear,

Northstar Heating & Air thank you for the excellent service that you gave me in installing my new air conditioning unit. The prompt service that you gave me shows that you truly care for your customers. When ever I hear of anyone that has air conditioning needs I immediately tell them about my experience with your company and suggest before they call anyone else call Northstar first.

Sincerely

Delores A Hurrell

A handwritten signature in cursive script that reads "Delores A Hurrell". The signature is written in black ink and features a long, sweeping underline that extends to the right and then loops back under the name.