

June 9, 2001

Mr. Vincent Place  
President  
Southwestern Roofing  
11745 Jones Rd.  
Houston, Texas 77070

Dear Mr. Place:

Our roof, as well as so many others in our Greenwood Forest neighborhood, received damage from hail, wind and water. We were flooded with flyers and solicitations by telephone by so many different roofing companies to replace our roof and, of course, they would handle working with our insurance company.

We initially contacted the same roofing company that was, at that time, doing work on a house across the street. His approach was that of a fast-talking, aggressive sales person, and we felt his ethics were questionable. We chose instead to call our insurance company, and start with their assessment and let them advise us as to the proper course of events and also, to qualify us for the damage claim.

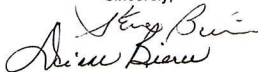
Our insurance company, Allstate, contacted us and gave us the name of Gary Pena (forgive the probable misspelling) with Southwestern Roofing. We contacted him and he made the appointment to come to our home. He was very knowledgeable, forthright, and honest. He provided us with his cell number and pager number. He brought samples of various colors, and when these were not exactly to my liking, he went out of his way to bring others. He dropped them off and awaited a call as to our selection, however, I was still unable to make a final choice. He was kind enough and patient enough to come by once again and drive me around my neighborhood and point out different roofs, their name, color and quality. This helped enormously and he was very informative, offered opinions when asked, and continued to be pleasant despite my inability to make a decision. It just seemed like such a "big deal" to me: this roof color I would have to be happy with for 15-20 years! He did aid me in making a decision and then informed us when the job would begin, and said he was putting one of the best crews on our job. The foreman of this crew was Nato, and Gary was absolutely right! He was there to help in any way possible. He went out of his way to do a few little extras for me. I asked him to take down a few things from the attic as they were removing the roof, since we could not get to them from the inside of the attic. No problem. Whatever I asked, he did not forget and did it promptly. As part of his crew was re-roofing the second story, they even

changed a light bulb for me. Nato and his entire crew could not have been nicer, harder working, or more efficient.

Between working with Gary in the beginning, through the actual roofing with Nato and his crew, to receiving our warranty in the mail recently, working with your company has been a pleasurable experience. During this time, I was doing referral work for you, and passed along Gary's name and number several times, as did my husband. We will continue to do so.

Too often we only hear complaints, and I just wanted you to know that we are very happy with the quality work done by Southwestern Roofing. From the people representing your company right down to the final nail that was hammered in, we are glad we had your company working for us.

Sincerely,

A handwritten signature in cursive script, appearing to read "Diane Bierce" and "Stephen Bierce" on two lines.

Diane E. Bierce  
Stephen S. Bierce