

STEINBERG INSURANCE GROUP

247 MERRICK ROAD • LYNBROOK, NEW YORK 11563 • PHONE 516 599 5200 • FAX 516 599 5601



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October 18, 2000

Mr. Rick Spinelli
Bryant Air Conditioning Contractors Inc.
420B Wyandanch Ave.
N. Babylon, N.Y. 11704-1590

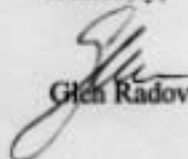
Dear Rick,

Now that you are finished with the work at my home, I wanted to tell you how pleased Kim and I are with the job. Your installers were prompt, pleasant and professional and Mary Beth was very helpful with the planning and coordination. Both the heating and air conditioning side of the system has been used and I am very happy with the balance and comfort level it provides. I am glad you suggested doing the two zones, it really makes a difference.

If all the trades on the job performed as well as Bryant, I would have less gray hair today.

Once again, thank you for everything.

Sincerely,


Glen Radovich

