

Merrill Lynch

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Rick,

AS PER OUR CONVERSATION,

I WANTED TO TAKE A SECOND

TO TELL YOU HOW HAPPY I WAS WITH YOUR SERVICE.

I WAS NOT ONLY HAPPY WITH THE WORK THAT ANTHONY

DID, BUT WAS ALSO IMPRESSED THAT I WAS

ABLE TO MAIL THE INVOICE WITH THE CHECK VS. MOST  
COMPANIES REQUIRING FULL PAYMENT UPON COMPLETION.

INTEGRITY IS IMPORTANT IN MY BUSINESS & BASED ON MY  
DEALINGS WITH YOUR COMPANY, IT IS SOMETHING YOU BELIEVE  
IN AS WELL. PLEASE LET ME KNOW IF THERE IS  
ANYWAY I CAN HELP YOU.

RAY

Rick,

Thank you so much for  
the discount.

I also wanted to say  
that Kevin is very  
professional & it's always  
a pleasure to have him  
do the work in our house.

Thanks again

Lisa

7-6-99

Dear Rick re: Altima  
Hair Salon

Thank you so much  
for your prompt  
& professional service.  
It was a pleasure to  
do business with you  
as a business owner  
I greatly appreciate your  
dedication, time & Robert's time

Sincerely  
Theresa + Robert