

June 6, 2005

Patios By B & B
810 W Katella
Orange, CA 92867

Attn: Buddy and Staff

Dear Buddy,

Please accept my sincerest thanks for the beautiful patio cover your crew installed. Angel and his brother did a very professional job and left my patio sparkling clean, and I on the other hand have my privacy back.

It was a pleasure doing business with you.

Kind regards and another BIG thank you,

A handwritten signature in cursive script that reads "Ursula". To the right of the signature is a simple hand-drawn smiley face consisting of a circle with two dots for eyes and a curved line for a mouth.

Ursula Gries

Santa Ana, CA 92707-4831