

August 24, 2010

Charles & Carol Daniels
2671 Bethlehem Lane
Hebron, KY 41048

A & B Heating & Air Conditioning
5632 Commercial Drive
Burlington, KY 41005
Attn: Mr. Don Jones

Dear Don,

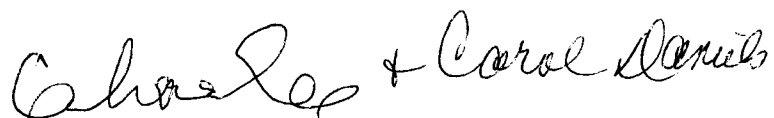
We can recall when you arrived at our home (in the '80's), very professional and neatly dressed. Right after you left we said, "Yes, this is the company we want to install our new a/c and heating unit." You made a very profound impression on us. We have been loyal customers of yours ever since and have always appreciated you and your company's knowledge and great customer service. We even find ourselves asking you to send our favorite service man when we have problems.

Your knowledge and great customer service continues. Recently, we found out that we were in need of a new unit. Something that had been mentioned in the past, but every time we had it serviced it ran great and we pushed that thought to the back of our minds. Of course, this is the same unit we bought back in the '80's. ☺ However, when we had to have it serviced this month, we knew that it was not worth trying to revive it (again).

Our favorite service man contacted someone in sales. In walks John W. Godsey, your *Comfort Consultant Manager*. When he arrived at our home we had ceiling fans and an oscillating fan on. Yes, it was very hot and we were without central air. John did a wonderful job of showing and explaining units, effectiveness, options and costs; he did not pressure us in any way. Once again, you had us. He literally rolled up his sleeves and worked quickly to give us air for a day until he could personally get back to us (the following day) at which time he worked and got air for us and guaranteed that it would continue to cool until our new unit was installed, which it did.

John seemed to have taken it personally and did everything he could to assist us. We are enjoying our new unit. You have a terrific staff and we're glad that John is a part of it.

Sincerely,

A handwritten signature in black ink that reads "Charles & Carol Daniels". The signature is written in a cursive, flowing style.