

From: "mike" m.mclaughlin@shaw.ca
To: gregg@roofsolutions.ca
Sent: Sunday, July 28, 2002 5:55
Subject: Note of Appreciation for Gregg

Gregg – just wanted to thank you so much for the helpful information you provided.

I called all the Approved Roofers listed by the Cedar Shake and Shingle Bureau – none did any work on Vancouver Island. Of all those listed, you were the only one that offered me some suggestion on how I might proceed in the absence of finding an Approved Roofer.

Your advice, re: having the roof inspected by a certified roof inspector (which you told me how to find) and writing this inspection into the contract with the roofer was great! It make perfect sense to ensure that the roof was installed properly.

Thanks again!!! True customer service is very hard to find – you definitely provide it!

Best regards,

Lynn

Lynn McLaughlin