

DEAR MR. TODD RUSSO,

7/19/10

JUST A QUICK NOTE TO LET YOU KNOW WHAT A GREAT BUNCH OF EMPLOYEES REETS AZ, INC. HAS. MY EXPERIENCE BEGAN ON JUNE 30th 2010. I HAVE TO BE HONEST WITH YOU... I HALF EXPECTED IT TO BE YET ANOTHER AGGRAVATING, UNSATISFYING EXPERIENCE WITH "ANOTHER A/C COMPANY 1ST AMERICAN ASSIGNED TO ME." WELL I WAS NOT ONLY PLEASANTLY SURPRISED BUT... COMPLETELY SATISFIED!

ERNIE WAS SENT OUT TO REPAIR MY 2 AIRING A/C UNITS. HE WAS THE BIGGEST SURPRISE TO ME - WOW!! AN A/C TECH. WHO WAS NOT ONLY ON TIME, EXTREMELY CURTIOUS, RESPECTFUL OF ME AND MY HOME, BUT... VERY HARD WORKING AND VERY CONSCIENTIOUS ABOUT THE JOB HE HAD DONE! WHAT A GREAT GUY. BE SURE TO HAND ON TO THIS TECH... HE'S A REAL FIND IN A WORLD FULL OF RUDE, LAZY AND INCOMPETENT A/C TECHS.

ERNIE INFORMED ME OF THE OTHER HALF OF YOUR CO. - THE ATTIC EFFICIENCY TECHS. THAT VERY AFTERNOON ERNIE AND SCOTT KITTRIDGE CAME OUT TO DO YOUR 2 PLUS HOUR EVALUATION. USELESS TO SAY - CHECK YOUR BOOKS AND YOU'LL SEE THAT I WAS SOLD ON THE IDEA OF MAKING MY ATTIC AND HOME MORE ENERGY EFFICIENT. SCOTT IS ANOTHER EXCELLENT FIND - DON'T LET HIM GO EITHER! HE'S ONE OF THE MOST PERSONABLE, KNOWLEDGEABLE AND HARD WORKING SALES REPS. I'VE EVER MET! I REALLY APPRECIATED HIS BELIEF IN

Sincere thanks

for your

thoughtfulness.

YOUR COMPANY PRACTICES, STANDARDS AND IDEAS. I ALSO APPRECIATED HIS "SOFT-SELL" YET EFFECTIVE APPROACH.

LASTLY, KUDOS TO THE REST OF YOUR OFFICE STAFF LIKE AMY, JEFF, ETC...  
DREW,

KEEP UP THE GOOD WORK!

VERY THANKFUL  
&  
EXTREMELY PLEASED  
TATE