

**December 20, 2005**

**Ann Oliver**

**HP Associates, Inc.  
31139 Via Colinas Suite 205  
Westlake Village, CA 91362**

**Dear Bruce, Chuck, and Charles:**

**I wanted to write you this letter to express my gratitude for the excellent work you did in restoring my house after the fire.**

**You well know that the fire was a major inconvenience to myself and my daughter, but you did everything to help us restore our property in a very reasonable time with great care and patience – it looks great!**

**Thanks for being there for us and do not hesitate to have us recommend your company in the future.**

**Sincerely,**

A handwritten signature in black ink that reads "Ann Oliver". The signature is written in a cursive style with a large, prominent "A" and "O".

**Ann Oliver**