



October 5, 2004

Mrs. Angela Russell

[Redacted]

To Whom It May Concern;

I am writing this letter to inform you of the phenomenal job that Charles Ricardi and Bruce Parton did on my residence at [Redacted]. These two gentlemen were so professional and attentive to my every need. They really made an excruciatingly difficult experience turn out to be a positive one. This world truly needs more conscientious, hard-working individuals like Charles and Bruce. Thank you both so very much for your expertise. My family and I will never forget you.

Sincerely Yours,

*Angela Russell*