

HP Associates
31344 Via Colinas, S#101
Westlake Village, CA 91362

West Hills, July 4th, 2013

Dear all HP Associates,

It's a very good experience working with you all: The "Boss", the Assistants of Administration and the Line Staff.

The day the Fire started at my home, after the firemen finished to control it and prepared to leave, Sheldon Chaplin appeared.

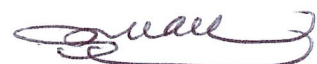
At the moment where we were lost, worried and embarrassed, his natural and soothing approach helped us to regain ourselves and think of what we had to do next. That's how we started with H.P.

H.P. gave us a thorough explanation and a reasonable time frame of the job and respected this deadline: For this we really appreciated!

During the renovation, we worked with very good + friendly staffs and especially Bruce Parton - The Boss - who is very frank, upfront and knowledgeable that guided us to go through all the details of the job.

Overall, we are very satisfied and Thank you for the fine job you did.

Sincerely,



KIM QUANG & THANH MINH PHAM