

January 25, 2002

Mr. Thomas Dupart
State Farm Insurance
14441 15 Mile Road
Sterling Heights, MI 48312

Dear Tom:

Enclosed is the invoice from Du-All Contracting Inc. for repairs to my bathroom due to water leaking from the shower stall into the basement.

I don't know how contractors are chosen for specific jobs but I have to tell you how pleased I am with the work done by Du-All Contracting and Errickson & Associates.

From the initial and subsequent conversations with Alicia at Du-All, I felt that this would be a very good experience. Alicia was always very pleasant and helpful. Zef Nikprelaj came to review the problem at 6:30 AM to accommodate my work schedule. He arrived at the scheduled time and completed his review very promptly. It took one day only for Danny and Victor (the painters) to do their work. They took great care in covering carpeting, etc. and avoided getting any paint on the stained woodwork. Don installed a wallpaper border in record time at the end of his busy work day to accommodate my work schedule.

I am very pleased with the completed work overall. All of the above mentioned experts were responsive, reliable, efficient and very pleasant to work with. Thank you for recommending Du-All Contracting

Sincerely,



Marge Lanzi

Enclosure

cc: Du-All Contracting Inc.