

2013 Brewton Street  
District Heights, MD 20747  
July 23, 2010

All-Pro Services, Inc.  
Attn: Mr. Bill Royston  
1215 Ritchie Road  
Capitol Heights, MD 20743-4922

Mr. Royston:

My Mother, Tena Milazzo, asked that I write to you on her behalf to express her deepest appreciation for the kind gesture you showed by replacing her malfunctioning air conditioner unit at no cost to her. For nine days she experienced problems with the air conditioner cooling system. The source of the problem was finally diagnosed by your expert technicians Rick and Tom as an assembly flaw inside the unit. Repair of this flaw required that a new coil be installed. As a new coil would have to be ordered and its installation would not be completed for several days, you took it upon yourself to bring a brand new unit for Rick and Tom to install. You showed true compassion as you did not want my 93 year old mother to endure another day without air conditioning during a record setting heat wave. Your exemplary customer service, and the timely completion and excellent workmanship by Rick and Tom, restored our confidence in your company.

Thank you again.

Sincerely,

A handwritten signature in black ink, appearing to read "Marilyn Milazzo Monahan". The signature is fluid and cursive, with the first name "Marilyn" being the most prominent.

Marilyn Milazzo Monahan

