

3642 Highwood Drive, S.E.
Washington, DC 20020

October 18, 2011

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

Dear Mr. Royston:

I am writing this letter of praise regarding two of your employees: Thomas and Carlton. I apologize that I did not obtain their last names.

On last Friday, October 14, the above-mentioned All-Pro Services employees *were sent* to my home to install a Columbia gas fired/hot water boiler, model MCB-150EI, with electronic ignition.

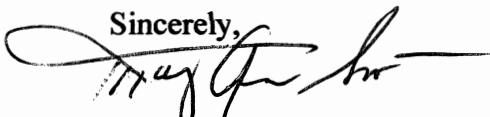
First, they arrived in a very timely manner and worked 12 hours, non-stop without breaking for lunch. I was extremely impressed with the long hours worked without any breaks. This fact only, is commendable.

Secondly, as far as I can tell, they did an excellent job with the installation. They were extremely neat in performing the tasks and left no debris of any kind upon completion of the job.

Thirdly, both men conducted themselves in an extremely professional manner. They were polite and well mannered. They answered all the questions that I had asked of them.

Again, these two employees should be commended for a job well done.

Sincerely,



Mary Ann Smith