

KREST PRODUCTS CORPORATION

707 Lancaster Street * P.O.Box 176 * Leominster, Massachusetts 01453

"CLEOPATRA"- "KREST"- "GOLDILOCKS"- "SILVER EDITION" PROFESSIONAL COMBS

PHONE: 978-537-1244 * FAX: 978-840-0132 * WEB: www.krestcombs.com * E-MAIL: info@krestcombs.com

COMPANY: *NorthStar*

ATTENTION: *John La Stella and Jay Bergeron*

TOTAL PAGES: *1*

DATE: *March 5, 2009*

Hi John and Jay:

Since it is so long overdue, I want to offer my apologies for taking so much time to get this letter to you. Ironically, had I handled the situation with the same expediency as NorthStar did with respect to Krest's roofing needs, I wouldn't have had to say I'm sorry.

That having been said, the purpose of this letter is to commend your company for its efforts during the recent transition period of construction for Krest.

Because our relationship with NorthStar runs the gamut from: 1) initially patching-up our leaks in order to get us through the rough times, to 2) replacing our existing "weathered" roof, to 3) installing our brand new roof on our brand new addition, I feel qualified to explain that, during that stretch, you were always there when it mattered most, maintaining a solid presence from the time of your initial professional proposals, to the time of your professional implementation and installation, to the time of your professional handling of any problems encountered along the way, to the time of your continuous professional follow up "after the

In an industry where perceived reputations sometime leave a lot to be desired, your company stands out in the crowd because of the professional courtesy which it always extends, and the professional job which it always does.

Please feel free to show this letter as a point of reference to future prospective clients. Moreover, please feel free to tell them to call me if a character reference is needed, and I will be sure to describe what characters you really are.

All kidding aside, I want to thank you for taking care of details with respect to our old, replacement, and new roof scenarios. It is a comforting, confident feeling to *know* that, should a future need arise, NorthStar will be there to meet that need.

Sincerely,



Rick DiMarzio, president