

**Gregg D'Attile**

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**From:** Jay\_Campbell@eFunds.Com  
**Sent:** Tuesday, January 09, 2007 4:47 PM  
**To:** gregg@artplumbingandac.com  
**Subject:** Feedback: Service Call Today

Gregg,

Just a quick note to tell you how pleased I was with your company's service today:

I originally spoke with Christine this morning regarding a service request for my condo in Hillsboro Mile. She was very courteous and helpful and set up an appointment for this morning. Renka then followed up with me and was very pleasant as well.

Finally, I spoke with Walter who was very polite, provided a thorough description of the issue and a full quote. He completed the work and followed up with a phone call to let me know all was well.

Sadly, It is not often these days that I encounter such professionalism. No wonder your operation is so successful. I will highly recommend your services to anyone that inquires.

Thank you,

Jay Campbell