

THOMAS ALTO  
7 Bob-O-Link Lane  
Northport, New York 11768  
631-757-9284

January 28, 2008

Mr. Michael Ocbe  
Faster & Master Inc.  
1851 West Oakland Park Blvd.  
Oakland Park, Florida 33311

Dear Mike:

Last February you remodeled two bathrooms for me at my condo in Bonaventure. I told you that we would only be in Florida for a short time and I really wanted the job done as fast as possible. You were careful not to make unrealistic promises. In fact you did the job sooner than expected, and went the "extra mile" to get the color toilets we wanted. In fact, the job was done to our complete satisfaction, sooner than promised and exactly on budget. In addition, your tile man Chris, and Sam who did the plumbing and electrical, were very professional and courteous.

Today you provided incredible service. When one of the showers was not working properly, I called you at about 9:30 AM and at about 11AM Sam shows up and fixes the problem (which apparently was a defective Moen part and nothing to do with the work he did).

It is a pleasure to do business with you and your organization. You and your people obviously take pride in your work and care about the customer.

Please do not hesitate to use me as a reference. I can be contacted at the above number or in Florida at 954-384-1715.

Thanks.

Very truly yours,