

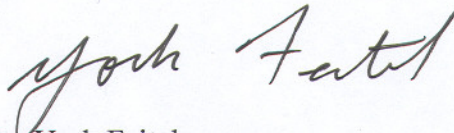
Mr. John Keenen
Carolina Foundation Solutions
P.O. Box 241185
Charlotte, N. C., 28224

Dear John,

Please share the enclosed token of my appreciation with Jose and Jonathan. I really appreciated the way you and your team took such care to protect my yard and shrubbery and to return everything to it's original state while performing your duties so professionally. It was very encouraging to see a team of workers not only enjoying their work but doing it in an expedient fashion, having the right tools on hand and each showing initiative in performing the various task required to complete the job.

I freed the crack monitor this morning and will continue to monitor it according to the schedule you gave me.

Hope your son and wife are feeling better.

A handwritten signature in cursive script that reads "York Feitel". The signature is written in dark ink and is positioned above the typed name.

Sincerely, York Feitel