

ONE LESS THING TO WORRY ABOUT



March 28, 2005

Dear Mr. Thurlow,

Being in a service business as well, it is not often that a client calls to say how well the job was done. Most times, we do not hear from clients, unless something is wrong. For the past 5 years, we have utilized your company for our own needs. Soon after realizing how well you guys at MaxCare do your job....we started to refer you to all of our customers. We have been in business since October 1994 and are very careful as to whom we refer to our clients. We have utilized quite a few carpet cleaning companies over the years and since we have found you....we are comfortable referring your company to our clients and our clients have never been disappointed.

Unfortunately, so much has gone right that we ourselves have fallen victim to the same thing we find frustrating with our own clients. Not once have we communicated how pleased we were with your service. Professionalism is something that not many companies can claim.....however, your staff seems to have written the book on that very subject. From our first contact with Ginny in the office to the technicians that come out, it is always a smooth and flawless process.

We simply wanted to say THANKS!!!

Sincerely,

A handwritten signature in black ink that reads "Steve Rubin". The signature is written in a cursive, flowing style.

Steve Rubin, V.P.

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