

February 1, 2007

Attention: George
Audio Visions South
3655 Henderson Road
Tampa, FL 33609

RE: EMPLOYEES DAVE & BOB

Dear George,

I have been meaning to write you a note about the excellent service provided to me by your employees. My husband passed away a couple of months ago – he was “in charge” of all our audio stuff so I was very much naïve (stupid) on how the system worked.

When I returned from my husband’s home town after being away 3 weeks, I could not get the television to work. Dave came out and determined that our receiver was not working and it needed to be replaced (so maybe not so stupid after all). Bob came out, replaced the receiver and showed me how to operate the system.

They were both courteous and efficient, and very pleasant to deal with. Bob made a complex system seem very simple to use. He also left me his cell number and suggested that I call him any time – in fact I did a couple of days later because I could not change the radio station on the tuner. Once again, he was extremely courteous and patient with me and my ineptness.

I am so impressed with the service that was provided, not only will I only deal with Audio Visions South for future business, I will also highly recommend your company to friends and business affiliates.

My sincere thanks to your staff,

A handwritten signature in black ink, appearing to read "K. McDonald". The signature is fluid and cursive, with a large initial "K" and "M".

Karen McDonald
1028 Paseo Del Rio NE
St. Petersburg, FL 33702