

James Potter & Associates

**Royal Care Services, Inc.
18356 Oxnard St.
Unit #1
Tarzana, CA. 91356**

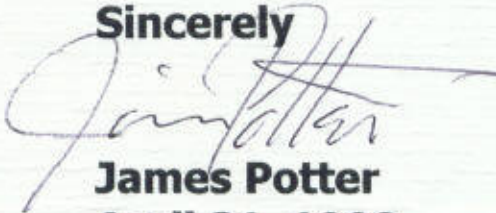
Dear Don,

I felt the need to drop you a note to thank you for yet another year of bringing our floors back to their original life.

Your team takes such exceptional care protecting furniture and cabinets that it's almost painless to have your crew in the house.

Again. Thank you, and you're your staff, for a pleasant experience and a job will done.

Sincerely

A handwritten signature in cursive script, appearing to read "James Potter", written in dark ink over the typed name.

**James Potter
April 21, 1999**