

Carl F. Wentzel, MD
106 Kicotan Turn
Yorktown, VA 23693

November 3, 2009

Flores & Foley
2015 Capital Drive
Wilmington, NC 28405

Re: 1607 Carolina Blvd
Topsail Beach, NC 28445

Dear Flores & Foley,

Earlier this year, I decided it was time to replace the roof on our Topsail Beach home. I asked my Topsail neighbors for contractor references. A few days later, one of them returned with the following story.

"I went to the Rotary Club meeting this morning and asked about roofing companies. The response was unanimous. Everyone recommends Flores & Foley."

Shortly afterwards, I met with Chris Fisher and he explained the options I had for my roof. I felt Chris was honest and direct. He helped me make a decision that fit my needs and my budget. Chris was there from start to finish. He even called me several weeks after the installation just to check and make sure I was still satisfied.

I did not think it could get any better than Chris until I met Emilio and his crew. Their roof installation was fast, efficient and on schedule. In my opinion, Emilio's skill and work ethic sets the gold standard for the construction trades. Do whatever you need to keep Emilio with the company. He is the best ambassador you have.

Your phone receptionists are wonderful. Every time I called the office, they were courteous, polite and made me feel like a valued customer. As the voice of the company, they were exceptional.

The Topsail Rotary Club was right. Flores & Foley does excellent work. There is no need to look anywhere else. Everyone in the company should be proud. Thank you again for a great job and great service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Carl Wentzel', written in a cursive style.

Carl F. Wentzel, MD