

April 14, 2011

Mr. Scott Broyles  
President/Owner  
Blazer Services  
12784 Oak Lake Court  
Midlothian, VA 23112

Dear Mr. Broyles,

My name is Daniel Hammond and I wanted to take this opportunity to tell you and your staff how impressed I am with your company and the work they do.

Over the last year or so, I have done quite a bit of business with Blazer due to a dying heat pump. The two service people who worked with me, Jamie Maduras, and Donny Moore were two of the finest people I have had the pleasure to deal with. They were on time, efficient, personable, knowledgeable and most of all honest in their dealings with me and the problems I was having. I am not sure what plans you have for them, but I would strongly suggest you hang on to them and give them both a nice fat raise ☺

After spending over \$2,000.00 with Blazer on repairs not to mention the \$2,000.00 I spent previously with other companies, I finally came to the painful realization that although this heat pump was only 5 years old, it was a piece of junk and needed to be replaced.

Next, I got in touch with your salesperson Bill McEwen, another great asset to you company, and he came over and we sat down and discussed my options. He was not in the least bit pushy and I found him to be very realistic and forthcoming with the information I needed. He did not try to talk me into anything more than what I needed and the quote I was given was very fair. I will admit that I checked with other companies and your quote was the best. When I finally decided to go ahead with the replacement, Bill set up a date and got things moving quickly.

On the day of installation, your men were here at about 7:00 A.M. I did not get their names but once again they were top notch people. When I came home from work, the system was in and running and there was not a thing inside or outside of my house that was out of place. They left my house in the same condition they found it. They even fixed an annoying rattle in the duct work that I had mentioned to Bill! Needless to say it made me even more impressed with your company, your employees and you for the kind of company you are running.

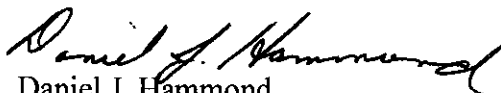
Lastly, I would like to mention one other person in your company who I dealt with on many occasions. This would be Jamie Patrick. She deserves the highest praise as I consider her job to probably be one of the hardest and that is to deal frontline with the customers which I know is far from easy. Several times when I called I was not in the

best of moods and she was kind and caring understanding and cheerful. I almost felt like I was talking to a friend. I think the thing that impressed me the most about Jamie is that she did what she said she was going to do. If she said she would call me back or have someone call, I actually got a call back. Amazing!

In closing Mr. Broyles, I would once again like to reiterate what a fine company you have and the amazing staff you have put together. You should be proud of yourself and of them. The only down side I can see to the new heat pump is that I will not be seeing or talking to your staff as much, which believe me, after spending a day teaching 5<sup>th</sup> graders, was something I enjoyed ☺ Please pass along to them how much I enjoyed working with them all.

Keep up the good work and you can count on me to recommend you to anyone I know that needs your services.

Sincerely,



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