

28 Albert Drive
Killara
NSW 2071
17th July, 2009

Mr. M. Carberry
Drains 'R' Us
P.O. Box 74
Frenchs Forest
NSW 1640

Dear Mark,

I enclose a cheque in settlement of your account.

Thank you for the documentation about our property and the area. After the pleasure of dealing with you, I shall hold the documentation for your use should any further works become necessary but given your thorough approach to everything, I shall be surprised if that should happen.

It is very unusual to deal with a contractor, who first demonstrates the full extent of the customer's problems and then demonstrates how successful the corrective work has been. Your friendly, communicative and cooperative attitude has been greatly appreciated and I thank you, Stephen and Peter for it. The final result on the driveway is pleasing in its simplicity and neatness. That you were able to avoid excavating the driveway is indeed a feather in your cap and a tribute to the innovative technology that you employ so professionally.

Thank you also for your kind gesture in absorbing the cost of the Council Road Opening Permit.

I am very pleased that I chose Drains 'R' Us to handle the extensive replacements and repairs to our storm-water and sewerage drainage systems. I would be most happy to recommend you to any prospective customer you may wish to refer to me.

Best regards

A handwritten signature in black ink, appearing to read 'Charles Bean', with a long horizontal flourish extending to the right.

Charles Bean