

January 2, 2012

Manager, Goodrich Roofing  
3401 Vassar NE  
Albuquerque, NM 87107

Dear Sir:

Almost 6 years ago I had you folks replace the roof on my home. I can't really remember the details, but I was very impressed with your company all through the process.

Afterwards, I found some debris in my skylights – you immediately sent someone to assist and the problem was resolved.

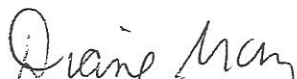
Now, at a point where my warranty has expired, I found a problem that I believed to be an oversight in the roofing job that created some problems for me with my stucco and walls. If I was correct, the oversight certainly would have dated back to my warranty period. You could have easily said "sorry – your warranty expired". You didn't. You were polite and responsive and sent someone out today.

David Holguin determined that the roof was not the problem. He was polite, responsive, informative and extremely helpful. I come from a customer service management background and David has it down. You couldn't have a better person representing you with customers. The man is warm, natural, easy-going and extremely professional. He is also quite believable.

You guys are a class act. While it appears you are not responsible for fixing my current problem, you stood by your product, treated me with respect and did the right thing.

You will continue to get my referrals when I know of folks with roofing problems and my business if and when needed.

Sincerely,



Diane Grover  
St NE  
Albuquerque, NM  
(505)