

**CARSON & THOMPSON
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DEAR DIRECTOR:

MY FIRM, CARSON & THOMPSON ACCOUNTING, HAS BEEN A MEMBER OF THE BBB FOR MANY YEARS. AS THE OWNER OF A SMALL BUSINESS, I KNOW HOW IMPORTANT IT IS TO HAVE A GOOD RECORD WITH YOUR ORGANIZATION. I'M SURE MOST OF THE COMMENTS YOU RECEIVE FROM THE GENERAL PUBLIC ARE MORE NEGATIVE THAN POSITIVE. I WANT TO TAKE THE TIME TODAY TO GIVE YOU A VERY POSITIVE EVALUATION OF THE SERVICES RENDERED BY ONE OF YOUR MEMBERS.

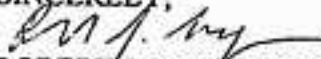
ONE OF MY CLIENTS IS TIM WILMOTH, OWNER OF WIL-MEAUX CONSTRUCTION COMPANY. A COUPLE OF YEARS AGO, HE DID A SMALL REMODELING JOB FOR ME ON MY OFFICE BUILDING. I WAS VERY PLEASED WITH THE QUALITY OF HIS WORK.

THIS YEAR MY PARENT'S HOME WAS IN NEED OF A MAJOR HOME IMPROVEMENT. I CONTACTED MR. WILMOTH, HE MET WITH MY FATHER AND GAVE HIM A BID ON THE JOB. MY DAD WAS VERY IMPRESSED WITH TIM'S PERSONALITY, HIS ATTENTION TO DETAIL AND HIS PATIENCE IN ANSWERING ALL OF MY DAD'S QUESTIONS.

THE JOB WAS COMPLETED ON TIME AND FOR THE ORIGINAL PRICE ON THE BID. BUT THE MOST IMPRESSIVE ASPECT OF THE JOB WAS THE QUALITY OF THE WORK. TIM WILMOTH AND HIS CREW OF WORKERS BRING A NEW AND REFRESHING MEANING TO THE WORD "CRAFTSMANSHIP". MY PARENTS FEEL THAT IT WOULD BE IMPOSSIBLE TO GET THAT KIND OF EXCELLENCE FROM ANY OTHER CONTRACTOR.

HOPEFULLY THIS RECOMMENDATION WILL HELP TIM AND HIS COMPANY STAY BUSY FOR YEARS TO COME.

SINCERELY,


ROBERT J. THOMPSON
PARTNER