



# Malcolm R. Lundgren

1204 Chokecherry Road, Lino Lakes, MN 55038-9120

August 27, 2007

Fridley Roofing & Remodeling  
13670 Garnet Street Northwest  
Ramsey, MN 55303

ATTN: Mr. Stephen Kanoff

Dear Mr. Kanoff:

As we discussed by telephone this morning, enclosed is my [REDACTED] in the amount of [REDACTED] as the remaining balance for the roofing and gutter helmets installed on our home.

I also wish to take this opportunity to thank you for the prompt response to my initial call and especially for your willingness to work with me while awaiting the approval of our home equity loan.

Once the finances were in order, you quickly made arrangements for the work to be completed. The work was completed in a very timely manner; the roofing was completed in one day and the gutter helmets in a few hours. All remaining material and debris were cleaned & removed from the site.

I also want to compliment Fridley Roofing on the courtesy and efficiency of its roofers and gutter installer. All were professional in their contact, demeanor and dress.

Finally, I want to compliment your and Mr. Jamie Hunter on your courtesy, professionalism and honesty in all of your contacts with me. Your appearance & dress were very professional.

I apologize for the length of this letter, but wanted to thank and compliment everyone involved. From my experience, most people don't bother to take the time to say anything unless it is to complain about something.

Sincerely,

Malcolm R. Lundgren

