

**David R. Shaw**  
**7206 Running Rope**  
**Austin, TX 78731**

March 5, 2003

Mr. Mark Rawlings  
HHCC, Inc.  
PO Box 17785  
Austin, TX 78760

Dear Mark,

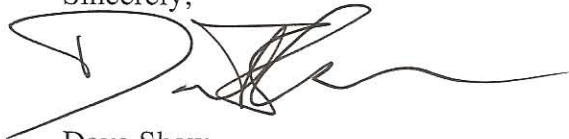
Thank you very much for the professional service I received from your team at HHCC, Inc. Your firm did what it said it would every step of the way and I appreciate your personal commitment to making sure the job was completed on time and on budget.

I don't need to remind you, but by the time I was able to contract HHCC for the job, the damage to my house and delays from the insurance adjuster had already displaced my family for weeks. It was a difficult time, to say the least.

But your team was committed to returning us to our home as quickly as possible and they treated the job as a top priority — as if it was your entire company's sole focus. Additionally, Kirk, our job site supervisor, was professional, knowledgeable and courteous. Kirk always took the time to listen to our needs, suggest ideas and offer good advice.

You committed to the job and you delivered. You went the extra mile to get us back in our house on time and on budget. Thank you. And please express my appreciation to your entire team.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Shaw", with a long horizontal flourish extending to the right.

Dave Shaw