

**Rex E. Riordan
8893 Red Oak Drive
Crestwood, MO 63126**

President
Ferguson Roofing Company
5814 Garfield
St. Louis, MO 63134

Dear Sir:

You and the people at Ferguson Roofing are to be complimented on your professionalism and the "People Friendly" attitude your company expresses toward your customers.

The following experience that we had with your company will illustrate why I can make the above statement.

Every contact that we have had with the people who work at Ferguson has been very pleasant – from the representative who made the initial call at our home on through to those who installed the roof.

When the initial roof was installed, your people noticed that the roofing material was in some way defective. There was no way that we would have ever known this had your people not brought it to our attention. We immediately received a call from Debbie at your firm informing us that a claim was going to be made to the manufacturer to have the roof redone. During the entire process we were kept informed as to the progress that was taking place on the claim.

When the manufacturer approved the replacement of the roof, we received a call informing us of when the roofing crew would come to redo the roof.

A special comment must be made about the professionalism of the supervisor and the crew on the installation of the replacement roof. Mr. Kevin Cook was the supervisor. I had an opportunity to observe the crew as they were installing the roof. It is quite obvious that Mr. Cook takes a great deal of pride in his work and strives for perfection.

The new roof was installed and while the cleanup was in progress, another workman from Ferguson arrived to install some siding that we had ordered along with the new roof. (Your company wanted to wait until the roof job was completed so that the new siding would not be damaged while the roof was being installed.) He also is doing a professional job.

We could have selected many roofing companies to replace our roof. We chose Ferguson even though your bid was not the lowest because of your reputation. We are glad we did.

Your folks did a good job. Please share our thoughts and "thanks" with them.

Sincerely,



Rex E. Riordan

TO WHOM IT MAY CONCERN:

We couldn't be happier with the new look that Ferguson Roofing Company has provided our home.

In addition to the artistry of the job, the service of the staff was above and beyond anything else we've experienced from other contractors. All the way from the flexibility Brent Cooper showed giving us our estimate then working with us as we added and subtracted things we wanted to do, to Jeff Houran walking us through the process of the work – what we could expect in terms of timing, suggestions for making things work or look a little better, we couldn't have had more attention or service.

Everytime we had a question or concern, we felt free to call Jeff and know we would have an answer.

We can't say enough about the gratefulness we have for the talent and communication that was shared with our family from the people at Ferguson.

Thanks so much for your kind and masterful service.

Mike & Mary

Mike and Mary Brooks