



2449 Cortez Boulevard
Fort Myers, FL 33901
(239) 267-5199 - info@familythrift.com

March 26, 2009

Attn: William Azevedo
12111 McGregor Blvd
Ft. Myers, FL 33919

Bill,

I am writing to thank you for years of valued service. I appreciate that as you make professional strides, you continue to keep in touch with Family Thrift, and our family, and bring us together with trusted companies who work with integrity and complete quality work. It is no surprise that anyone you have brought to and guided through a project, offers the same fine craftsmanship. It is also worth noting that you have always kept your word, which means a great deal. On projects outside our own area of expertise we tend to utilize relationship based decision making. Our contractor-client relationship with you is a relationship we deem worth maintaining.

One thing which surprised me when I moved to Southwest Florida is the number of people to whom I've been introduced who I think literally do business on a handshake. You are one of a handful of folks I believe I could do that with. For obvious business reasons, we do not. But I didn't want it to go unsaid that I trust your opinion and believe that when you give your word, there is nothing to worry about. That being said, I want to invite you to offer my name to anyone wishing you to provide a reference. I would share that we met when you led the start up project for Family Thrift Center in its first location on Cleveland Avenue. Our satisfaction with the work you supervised there is why we chose you to head up renovations in the former 84 Lumber Building on Colonial Boulevard when we purchased it to move our store there. In fact, I called to consult you before even buying it.

I would also share that we did not wait five years after that first project to call you again. Since we don't seem to sit still, we also decided to move our Corporate Offices shortly before moving the store. Thanks to the City of Fort Myers, it turned out to be concurrent with renovations on the store building. One of the things I enjoy most about working with you is your willingness to be honest about what makes the best sense for us in terms of when to spend and when to save. You have taken the time to learn what's important in our industry and counsel based on that and your years of experience. Ultimately, you have also remained supportive if our decision is not exactly what you may have suggested. I value this as well.

I will continue referring colleagues and personal contacts to you for large and small building projects, wherever you hang your contractor hat. Please share my information with anyone needing a reference for a "go to guy" on any projects.

Sincerely,

A handwritten signature in black ink that reads "Deirdre Sullivan Mann". The signature is written in a cursive style.

Deirdre Sullivan Mann, President