

**Royal Palm Medial Center
1410 Royal Palm Beach Blvd.,
Suite A
Royal Palm Beach, FL 33411**

Facsimile Transmittal

To: Daphna

From: Brianna Mobilian

Company: Universal Tile Restoration, Inc.

Date: October 19, 2009

Fax Number: 954-427-7730

Good Morning, Daphna:

First, I would like to state what a pleasure it has been working with you. You have personally gone above and beyond meeting our expectations. We were very impressed with the Certificate of Competency information, as you were the only company to mention this information to us. I spoke with our Office Manager, Patty, this morning. She stated that the two gentlemen that cleaned our office were very pleasant and professional. She also stated that your company did a wonderful job. We would certainly use your services again and highly recommend you to other businesses. Again, it has been a pleasure working with you and your company. Thank you for your outstanding service.

Thank you,

Brianna Mobilian
Bookkeeper
561-745-3877
561-401-6414 (c)
561-745-3866