

**May 8, 2009**

**Air Dynamics  
PO Box 294  
Brodheadsville, Pa 18322**

**To the staff at Air Dynamics,**

**I want to take this time to thank you for the service you have performed on my air conditioning system. Your technicians came out in a timely fashion and diagnosed my problem quickly and correctly.**

**They repaired my problem of no cooling and I must say the unit is operating fine at this time.**

**I was impressed with your service and I am now going to purchase the Preferred Customer Assurance Maintenance Plan for my air conditioning system.**

**I want to say in closing that I will recommend your company to my family and friends.**

**Thanks again,**

**George Nagle  
Cresco, Pa**

A handwritten signature in black ink that reads "George Nagle". The signature is written in a cursive style with a large initial "G" and a long, sweeping underline.