



DOWD & ASSOCIATES  
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Honorable  
Thomas F. Dowd, Jr.  
Principal

Dr. Toby S. Tamarkin  
Director-  
Executive Education

April 2, 2010

Mr. David McKenry, Owner  
National Brick Pavers  
3450 N. Federal Highway  
Lighthouse Point, FL 33064

Dear Mr. McKenry:

Thank you for standing so solidly behind your work.

Thank you for sparing us hours of unpleasant squabbling by quickly taking responsibility for the problem and promising corrective action.

Most of all, thank you for following through promptly and completely. You delivered everything you said you would. The results are spectacular. Our pool never looked better.

I hope you will use our experience to assure prospective customers that if they choose National Brick Pavers, they will be dealing with skilled professionals of high integrity.

Sincerely,

*Thomas F. Dowd Jr.*