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October 22, 2004

To Whom It May Concern:

I have known Bob Pakrul at Spotless Carpet Cleaners and Janitorial Services, Inc. for over 20 years. Bob has built an outstanding reputation for doing quality work in the restoration industry since 1975.

We have been acquainted since that time as competitors as well as being industry speakers at many trade associations. Bob has given of himself to help companies in the restoration industry to improve their caliber of work by providing restoration workshops whenever asked.

All of his personnel have been trained by both IICRC and DDI instructors. His company has hundreds of pieces of state of the art drying equipment and a very spacious facility. Spotless offers state of the art service in drying and fire restoration and it is with great pleasure that I serve as a reference for Bob and his company.

A handwritten signature in black ink that reads 'Chuck Dewald'. The signature is fluid and cursive, with a long horizontal stroke at the end.

**Chuck Dewald
Owner, The Chuck Dewald Structure Drying School
and East Tennessee Restorations, Inc.**