



July 10<sup>th</sup>, 2014

Ed Torrence  
Carpet Direct  
P.O. Box 19651  
Atlanta, GA 30327

Ed,

I wanted to formally "Thank You," for taking care of our home's flooring needs. You were extremely professional and helping in working with us through a tough situation after our basement flooded.

You are a consummate professional, a great communicator, and a credit to your trade. I will refer my clients to you in the future and will contact you anytime I have a flooring need.

Professionally,

A handwritten signature in blue ink, appearing to read "Dan Thrailkill", is written over a light-colored rectangular background.

Dan Thrailkill  
*Assistant Vice President*  
Financial Sales Manager  
First Citizens Bank