

ICA thanks you for your valued business. We genuinely appreciate you as our customer and you have our personal assurance that we will make every effort to maintain your confidence in us. As part of this commitment we developed our PRIDE program to ensure customer satisfaction. Through Productivity, Responsiveness, Innovation, Dedication and Enthusiasm we pledge PRIDE quality on every project.

We are constantly striving to improve our service to our new and long-standing customers. We would appreciate your confidential comments. Please fill out this postage-paid PRIDE report card and mail it back to me personally so we can ensure that we "exceed your expectations" in the future! To return your response, simply re-fold the card so that the ICA address is on the outside, staple at bottom and drop in the mail.

Sincerely,



Lee Spampinato
President

Client Name: Shenandoah HCA - Nikki Kregger

Date: 6/21/07
Phone: 303-7551241

ICA Employee: _____

Job Description: _____

QUALITY SERVICE REPORT CARD

It is our goal to meet or exceed your expectations in the following six areas of customer commitment. Please rate our performance from 1 (not acceptable) to 5 (high level of performance):

	Pride Rating
We did what we said we were going to do when we said we were going to do it	<u>5</u>
We did produce our industry's highest level of quality services and productivity	<u>5</u>
We did provide an on-time scheduled completion project	<u>5</u>
We did provide flexibility, responsiveness and enthusiasm in servicing our customer	<u>5</u>
We did recognize our responsibility to keep our customers proactively informed to the degree that they never had to call to learn of the status of their project or service call	<u>5</u>
We did recognize that the burden of communication rests with us and it is our responsibility to discover our customer's needs.	<u>5</u>

Comments: Homeowners are always very complimentary of the gentleman working at there. We have had nothing but good things to say about the men & their work.