



August 18, 2009

Ron McAfee
Lions Roofing
194 Livingstone St E
Barrie, ON
L4M 6M4

Dear Ron,

This letter is to show my appreciation for the work and service you provided to my father, George Hemet this August 2009. As a lone retiree on a fixed income, finding out that he needed to replace the roof on his home was a great concern. He called me asking if I knew anybody.

I, of course, referred him to you. Although I have never used your services myself personally, I told him that I had heard good things about you and that you were both licensed and insured. When the various quotes came in, yours was one of the most reasonably priced as well.

The job was done professionally and in a timely manner but what I appreciate most was your diplomacy in dealing with a misunderstanding about the amount owed. Your willingness to allow the customer to be right in this situation showed your level of character and professionalism. It may not have seemed like a big deal to you but I can tell you that it meant a great deal to my father.

You've taught me that above all, you not only need a quality roof... above all, you need a man with integrity to put it up for you.

Thank you, Ron.

Sincerely,

Susanne Hemet
efx wizard

efx wizard

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