

N&M Cooling & Heating
6143 Clark Center Ave.
Sarasota, FL 34238

February 27, 2009

To Whom It May Concern:

We have had the services of N&M for a number of years. We wish to acknowledge the good service and workmanship of your employees. We, today, had our air conditioner replace with a new unit and wish to commend the service men who inserted the old unit. They were most professional and were exceptional in their service to us.

We find this so with anyone who has come from N&M. Today Peter & BJ are the two men replacing the unit. Their work and approach to you customers, & neighbors has been very exceptional. We are most pleased with your company and gladly recommend N&M to any one who inquires with us about your service.

Thank you for the professional manner and work style that they give to your customers. We are most grateful for Phil Shore's consultation with us to help us select the type of unit. He has been most helpful.

Sincerely Yours,

Sister Mary Catherine ; Sister Mary Regina

Sister Mary Catherine Rogers & Sister Mary Regina Flatley
Sisters of Bon Secours
4865 Tamarack Trail,
Venice, Florida 34293