

February 21, 2008

Rick Moskovitz
A-Plus Pest Control
4120 W. Oakton Ave.
Skokie, IL 60076

Dear Rick,

I just needed to thank you SO MUCH for your amazing service in our time of need.

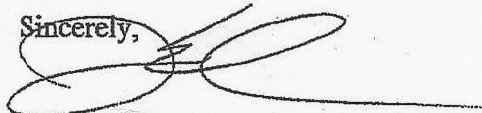
As you know, we suddenly found ourselves in the throes of a lice outbreak in our home. All four kids (plus my wife) had it at the same time. Can you imagine? How depressing! How gross! And we didn't know what to do. Oh, of course we tried the usual treatments and washed everyone's hair with Nix and stuff. But after we were done, we still saw live lice strutting around on their heads. Then we were really worried.

Customer Service

So we called you. We heard you might be able to help. You came out the very same day we called. You came out in person, and provided us with your special enzyme treatment. We sprayed it everywhere- our furniture, and fabrics, and ourselves. The best moment was when we caught a live louse, sprayed it directly on him, and watched it take effect then and there. Of course, we vigorously combed out the lice and the nits as well, which was a factor in our eventual success. But we believe your product may have been the key that helped turn the tide.

Thanks again for your excellent product and excellent service. You came through in our hour of need!

Sincerely,

A handwritten signature in black ink, appearing to be "Jeff K.", with a long horizontal line extending to the right.

Jeff K.
Mortgage Consultant