

August 2, 2006

**Mr. James McGath
ATC Insulators
367 Old Germantown Road
Metamora, IL 61548**

Dear Mr. McGath,

I just wanted to write and tell you how very impressed I have been with your company. We had Icynene sprayed into the attic of our 100 year old home. Unfortunately there was some ceiling damage and cracking done in our dining room at the time the insulation was installed. There are so many people and companies today that do not want to take responsibility for problems. From the moment I mentioned the problem, the installation crew, Tom, our salesman, and you as owners were more than willing to correct the problem to our satisfaction. And that is just what you did! I am so very impressed by the integrity and professionalism that every one at ATC showed throughout the entire process. There is not one person I have met that has not treated us with the utmost respect and kindness. It has been a pleasure working with the outstanding people at ATC. What could have turned out to be a bad situation was handled so positively it is refreshing and reassuring to know that there are still people who run their business the "old fashion" way, *great customer service from start to finish*. Our ceiling was repaired and we could not be more pleased with the results. Steve was also very professional and did an outstanding job of finishing the ceiling in a very timely fashion.

I would recommend your company to anyone and everyone who may need insulation in the future. We have been very happy with the results of having our attic done. Our air conditioner has not been working as hard and the house is staying cool and comfortable in spite of the extreme heat we have been experiencing. I fully intend to have our basement done next year and am looking forward to working with the fine people at ATC again.

Thank you so much for the great work and the great people that make up ATC. You truly have something to be proud of!

Sincerely,

Edward and Karen Ogborn