



Your Partner In Comfort Since 1982

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August 12, 2010

Kevin Hinterberger
President/CEO
BBB of Central North Carolina
3608 West Friendly Avenue
Greensboro, NC 27410

Dear Mr. Hinterberger,

I just wanted to let you know that the "BBB Google Adwords Online Program" that we signed up for last month is absolutely awesome!

 I would highly recommend this program to any accredited business that is looking to boost their sales. I must say, this has been the best \$1500 I have spent in 30 years of advertising.

Most people are very familiar with the Better Business Bureau and I think it makes a customer feel more comfortable knowing they are working with a reliable and BBB Accredited Business.

As you can tell by our Inquiry Report the amount of inquires on our site have increased significantly in the past month and with those inquires we have definitely see an increase in the amount of service calls and customers wanting estimates on replacing their current systems. We track referrals and are very pleased with the amount of our calls coming from BBB.

Yours truly,

Debra R. Stevens
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