



BETTER BUSINESS BUREAU OF MINNESOTA & NORTH DAKOTA  
2706 GANNON ROAD • ST. PAUL, MN 55116

May 19, 2003

Mr. Todd Belrose Owner / President  
Fridley Roofing & Remodeling Inc.  
13670 Garnet St NW  
Ramsey, MN 55303

Re: Lois & Frank Felty

Dear Mr. Belrose,

The Better Business Bureau of Minnesota & North Dakota is in receipt of a letter from one of your customers. It is not often the Bureau receives a compliment letter and wanted to share it with you.

This letter will go into your file here at the Bureau for future reference.

We want to thank you for showing the Bureau and your customer that companies do want to please their customers.

Sincerely,

Donetta Henderson  
Mediation Coordinator (651) 695-2413

May 13, 2003

Lois and Frank Felty  
10111 Quinn Street N.W.  
Coon Rapids, Minnesota 55433

Attention: Jane Driggs, President  
Better Business Bureau – Serving Minnesota and North Dakota  
2706 Gannon Road  
St. Paul, Minnesota 55116

RE: Fridley Roofing and Remodeling  
Todd Belrose, President  
13670 Garnet Street N.W.  
Ramsey, Minnesota 55303

Dear Ms. Driggs:

Recently, we contacted Fridley Roofing and Remodeling for a quote, as we needed a new roof. We had seen their company sign outside the Anoka Legion Club.

We found their service to be outstanding - everyone we dealt with was very professional, responsive, friendly, and efficient. Most importantly, their work was of the highest quality.

In fact, they willingly did more for us than was required by our contractual agreement.

We were so pleased with their service and work that we hired them, again, to install gutters.

I wanted you to have this letter on file and to know that you can, without reservation, highly recommend Fridley Roofing and Remodeling to anyone who contacts the Better Business Bureau.

Sincerely,



Lois and Frank Felty

cc: Fridley Roofing and Remodeling

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