

August 23, 2012

Patene Building Supply

39 Seapark Dr.

St. Catharines, ON, L2M 6S5

Attention: Doug, Branch Manager

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Hello Doug (and staff),

We wanted to take this opportunity to thank you for your outstanding customer service. My husband and I were visiting in the Niagara area and had seen a brick on a home in a local subdivision that we liked. We are building a home in a different part of Ontario and wanted to use the brick we had admired in Niagara. Calls to the subdivision sales office for more information about the brick went unanswered so we contacted Patene Building Supply in St. Catharines. You and your staff went out of your way to assist us.

When I contacted your office I spoke to Bobby Jo. She told us that she was familiar with the subdivision and that she would speak with a sales representative in order to provide us with more information. She called us back moments later and told us that a sales representative would go to the addresses we had given and attempt to identify the brick for us. Several days later we received a call from Doug who identified the brick for us. He then made a second trip to ensure it was the correct brick and again called us back promptly.

We are now able to purchase the Hanson brick that Doug identified for us through our local Patene sales representative. We are so happy that we have found the perfect brick for our new home. We could not have done so without the help of the staff of Patene Building Supply in St. Catharines.

Sincerely,

Murray and Wendy Holmes

cc: Patene Building Supply, Head Office