



October 1, 2002



Mr. Michael Garrett
Pinnacle Construction Group
560 Fifth Street, NW, Suite 404
Grand Rapids, MI 49504

Dear Michael:

I'm sure it is much more fun to work with customers who love construction – the challenge, the planning, the details, the financing, the equipment, the problem-solving, and even the inevitable set-backs and misunderstandings. As you know, I'm not one of those customers. Which makes satisfying me a particular challenge for anyone in your line of work. Still, you've done it. Put this letter on your wall.

I congratulate Pinnacle on two things in particular. First, on project scheduling. We had deadlines that simply had to be met in order to satisfy customers who count on us, and you met them. Second, on budgets. As budgets became tight, you worked hard with us to reduce costs. In the end, cost reductions and unspent allowances more than covered the cost of change orders and contingency items. Shows what a good client/builder team can do.

Finally, you should know that Greg Zost and Tom Bucholtz were terrific. They worked at one time or another with practically our entire staff, and we found them unfailingly professional, friendly, helpful, and absolutely focused on our satisfaction.

Nice work.

Yours truly,

Jeff Koeze
President