



Mark Wiegman  
J Warm Construction  
1400 Carew Tower  
441 Vine Street  
Cincinnati, OH 45202

Dear Mr. Wiegman,

I am writing to let you know how pleased we are with the renovation your company completed to the Central Operations Administration Office at Fifth Third's George A. Schaefer Jr. Operations Center, December 2008 through February 2009. I would like to take this opportunity to thank you for a job well done and the professional way in which your team conducted their work each day. We were very happy with every part of the process.

I recognize how difficult renovations to an operating business can be and really appreciate the way your company handled the job. Tim Vaughn and his team were in constant contact with my assistant, ensuring that construction was scheduled in such a way that minimized impact to operations. The staff was very professional and took care to not disrupt the flow of traffic in the lobby and other parts of the building. The project was completed on schedule, and the entire experience was seamless from beginning to end.

We now have a much more functional and professional looking place to do business. Thank you again for a great job.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Rice', written over a light blue circular stamp.

Jeff Rice  
Senior Vice President  
Director of Operations