

July 25 2010

To whom it may concern:

I am writing this letter to remind you that PJ'S pets is still my store of choice, for all of my pets needs.

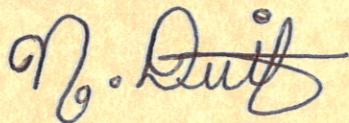
I have always been greeted when I enter the store, and am given complete customer satisfaction every time I am there.

Kate is doing an excellent job, as the store manager, and is very lucky to have such excellent team players!

I hope that this letter will give the employees some praise that they deserve!

Thank you once again, as I will remain a regular customer for many years to come.

Regards,

A handwritten signature in black ink, appearing to read "N. Dutfield". The signature is fluid and cursive, with a large initial "N" and a stylized "Dutfield".

Nancy Dutfield

705-322-2232