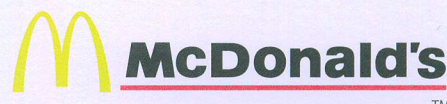


RECEIVED

02 JAN 2013



21st December 2012

To: Carl Wilkinson

Subject: Client Reference

We would just like to say that we have been very impressed with the service that you have offered us with regards to the water leak at our Drive Thru Restaurant. The leak was tracked very quickly and efficiently and then repaired accordingly.

The claim for compensation that you made to Severn Trent Water on our behalf resulted in us receiving a cheque for £4710.44, which we were thrilled with, as well as our monthly bills being significantly reduced.

H2O Building Services have provided us with an excellent service.

Many thanks

Robin Brown (Franchisee)

A handwritten signature in black ink, appearing to read "R. Brown".



07968 063757

ROBIN BROWN LTD.

OWNER/OPERATOR

T/A McDonald's Drive Thru

Lower Mill Street, Weavers Wharf, Kidderminster, Worcs. DY11 6TT Tel: 01562 747967

T/A McDonald's Drive Thru

Worcester Road, Kidderminster, Worcs. DY10 1HY Tel: 01562 753762