



Christopher I. McIntyre
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Mr. Joe Bret
Metro Air Conditioning Company
10016 Darnell
Lenexa, KS 66215

Dear Joe,

This year marked the 20th anniversary of the professional relationship between Metro Air Conditioning and Cohen Esrey Commercial. During that time you and I have worked together on a large number of properties. At every point of our company's relationship I have found Metro to be above reproach in both professionalism and service levels. Metro has gone out of their way to accommodate the comfort of our tenants in emergencies. Many organizations pay lip service to the concepts of "customer service" but in my experience, Metro Air under your guidance has proven that service levels are of prime concern to your company.

I would be happy to provide specific examples from over the years of Metro's dedication to quality, innovation, customer education, customer service and integrity to anyone who requests it.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Chris McIntyre', written over a light blue horizontal line.

Chris McIntyre CPM, RPA
Executive Vice President/ Principal

Individual member of

