

Dear A+ BUILDING MAINTENANCE & HOME REPAIR,

We are pleased to inform you that you rank among our top installers nationwide according to our 2012 customer survey. Dedicated installers like you are why Lowe's installation services excel.

Customers return because they get outstanding results with their installer experience. As we move forward with new programs, services and technologies, installers will continue to be an important part of Lowe's success.

As one of our premier installers, you are being honored with a Gold, Silver or Bronze Excellence in Installation Award. This means you are someone who goes above and beyond, providing exceptional craftsmanship and professionalism.

Lowe's 2012 Excellence in Installation categories:

GOLD	98%+ YTD Craftsmanship and Professionalism Score
SILVER	96%—97.99% YTD Craftsmanship and Professionalism Score
BRONZE	94%—95.99% YTD Craftsmanship and Professionalism Score

We are very proud of you and would like to recognize your outstanding achievement with the enclosed:

Gold Excellence in Installation Award

Thanks for everything you do to provide Lowe's customers with the highest level of expertise and service.

Lowe's appreciates you!





2012 INSTALLATION EXCELLENCE AWARD

This is to certify that

A+ BUILDING MAINTENANCE & HOME REPAIR

qualifies to receive this

GOLD

level of achievement

Gary Gross

Vice President, Installed Sales
Lowe's Companies, Inc.

A handwritten signature in black ink, appearing to read "Gary Gross", written over a white background.

**NEVER STOP
IMPROVING**