



**University Of Minnesota Twin Cities Campus**

Facilities Management Off Campus Zone - 7  
Room 115 Food Stores  
2904 Fairmount Street S.E. - Minneapolis, Minnesota 55414

Ceiling Pro International  
7456 Washington Avenue South  
Eden Prairie, MN 55344  
Attn.: Mr. Terry O'Brien

To Whom It May Concern:

Ceiling Pro International has been a member of three project teams responsible for fire damage clean-up and repair. In each instance, CPI personnel have exhibited quick response, technical expertise, and highly professional team involvement.

CPI's quick response has appropriately balanced respect for building occupants with damage review and cause determination by regulatory and insurance personnel and the business imperatives of the owner. CPI's technical expertise has been critical in determining cost and time effective solutions to specific clean-up problems. Perhaps most importantly, CPI personnel have been able to both lead and follow project team activities as the situation required.

These project teams have been assembled to complete work everyone would rather not have to do. Yet, with the efforts of Ceiling Pro International, major interruptions to business activities have been quickly and completely put behind us.

Regards,

A handwritten signature in black ink that reads "David Richards".

David Richards  
Facilities Management Owner's Representative