

RESOLVE FIRE & HAZARD RESPONSE, INC.  
P. O. BOX 165485  
PORT EVERGLADES, FL 33316

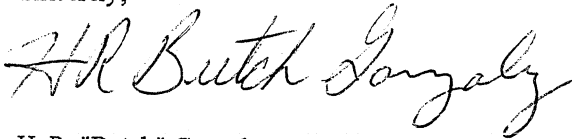
TO THE OWNERS OF RESOLVE:

My name is H. R. "Butch" Gonzalez, I was in your advanced Fire Fighting Class the week of January 13th thru the 17th. My instructor was Matt Dreiss. I am 54 years old and have never been very good in school during my childhood. It seems like I have a problem retaining what is being taught to me, therefore, when the company I work for told me I had to go to Fire Fighting School you can imagine how I felt knowing I was having to go back to school after all these years, I was scared to death. Matt made me feel very comfortable in class and in the field. He explained everything in the classroom and in the field in a manner that even I could understand. He made my whole week fun and knowledgable. He explained all the evolutions very well. I really can not say enough about Matt.

I just wanted you to know what a great teacher you have in him. I really enjoyed your school and the Gray Manatee.

Thanks again Matt and the owners of Resolve for providing me with such a great teacher.

Sincerely;

A handwritten signature in cursive script that reads "H. R. Butch Gonzalez". The signature is written in dark ink and is positioned to the right of the word "Sincerely;".

H. R. "Butch" Gonzalez  
4120 Transue Drive  
Zephyrhills, Fl. 33542  
813-782-0802