



**The Better Business Bureau**  
Serving Metro Atlanta, Athens and Northeast Georgia  
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## The Better Business Bureau®

July 30, 2007

Terry Adams  
Mechanic's Heating & Air Conditioning, LLC  
4757 Canton Road, Suite 213  
Marietta, Georgia 30066

Dear Mr. Adams:

Thank you for your letter of July 24 and especially the information regarding Hammock's Heating & Air. Based on your comments, we have placed their report in an update status until we can do the proper investigation.

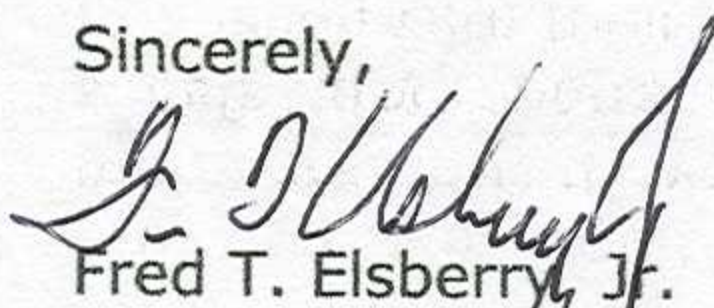
We can assure you that we make every effort to report fairly on members and non-members. In fact, we note that we have twice as many non-members who have satisfactory reports as we do members. A company's experience in the marketplace in dealing with their customers is the major determinant of their report status. In addition, we would expect a higher percentage of members to have satisfactory records because of our high standards for membership.

Regarding the information in your report, you indicate it is not factual and inaccurate. We feel our report is fair and balanced based on our experience with your firm and note that none of your comments dispute what we have reported except to add your own perspective. It is interesting to note the differences in our two experiences and perspectives.

You are correct that we will not add a link to your web site. That is a privilege we offer to our members only as a service in return for their support.

If anything in our report is not true, please provide evidence to support the truth and we will be glad to consider changes. Under the circumstances, however, we do not plan any changes in your report at this time.

Sincerely,



Fred T. Elsberry, Jr.  
President & CEO