

Mechanic's Heating & Air Conditioning, LLC

4757 Canton Road, Suite #213
Marietta, GA 30066
(770) 528-3335

VIA REGULAR US MAIL

October 9, 2006

Ms. Carolyn Myles – Johnson
1920 Ivy Glen Drive
Smyrna, GA 30082

Dear Ms. Myles - Johnson,

Thank you for your letter dated October 6, 2006.

As you are aware, we have an active and open investigation into issues raised in a complaint filed by you with BBB of Metropolitan Atlanta.

Our records indicate we sent you a letter dated October 2, 2006 requesting your assistance in helping us narrow down issues you are concerned with.

You sent us a letter dated October 6, 2006 that was effectively non-responsive to our inquiries. You failed to answer any of the questions we posed to you. Additionally, you failed to provide us with any of the documentation we requested.

The purpose of this letter is to implore you to reconsider your decision not to cooperate with our investigatory process.

For your convenience a copy of our October 2, 2006 letter is enclosed. Please take time to respond to each question thoroughly and in detail. This will aid us in going to the next level in an attempt to resolve the issues you are concerned with.

If we do not receive the requested response by October 16, 2006, we will close our investigation into this matter and report our findings as they appear in our file.

I await your response in writing as soon as possible.

Thank you in advance for your cooperation with our investigative process.

Sincerely,

Jim Alexander
Service Manager
Mechanic's Heating & Air Conditioning, LLC

Cc: Better Business Bureau of Metro Atlanta, Inc.
Attention: Nancy Wallace
503 Oak Place, Suite 590
College Park, GA 30349