

MS. CONCIERGE

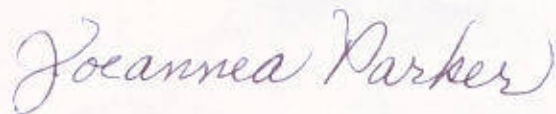
Aug. 19, 2002

Royal Care Services
18066 Ventura Blvd. 2nd floor
Encino, CA 91316

To: Don Harari,

Just a brief note to express my sincere gratitude, for the great service that your company always performs. The numerous times that I have called, you have always responded immediately and with superb professionalism. Don, you have certainly made my job extremely easy. Just think, I found your company out of the yellow pages and felt very comfortable when I made my first phone call and spoke to Valerie. You then returned my phone call and answered all of my questions. I also appreciate your appreciation letter that you send out to your clients. I just wish more people ran their companies as you do. Once again, thank you for being there for all of my marble requests.

Warm Regards,



Joannea Parker