



April 7, 2011

Dear Brody-Pennell Heating, Air Conditioning, and Electrical Contractors:

It is our privilege and pleasure to recognize your 2010 achievements with the distinction of being a 2011 President's Award recipient.

As a President's Award winner, you truly are part of an elite group of Carrier Factory Authorized Dealers who exemplify the company's model for operational excellence, business effectiveness and delivering the best in cutting-edge technology to consumers.

We are delighted to recognize your accomplishments this past year and are honored to present you with a personalized President's Award trophy.

Congratulations on winning the 2011 President's Award and on winning this prestigious award five consecutive years!

We look forward to continued successes in the coming year.

Sincerely,

A handwritten signature in black ink, appearing to read "Karie Johnson".

Karie Johnson
Manager, Dealer Development