

March 13, 2004

Bob Coll, Pres.
Brookstone Builders, Inc.
97 Eddy Rd., Suite 10
Manchester, NH 03102

Re: Citizens Bank Retail Branch and Commercial Lending Offices
Nashua, NH

Dear Bob,

I would like to take this opportunity to formally thank you for my involvement in this project, and thank all of the members of your team for performing flawlessly. Mike Callihan has done an excellent job of keeping it on track and within schedule despite the rather large curve ball of a complete redesign of the Lobby and Teller line. Jack Boardman is one of the best field superintendents I have ever met: poring over the documents before any question is asked, never asking a bad question, expertly knowledgeable of all the trades, as tough as one needs to be with subs, and yet as fussy a craftsman as is necessary for interior trim. It is no exaggeration that we started the Punch List in better condition than some contractors have finished theirs.

I truly hope we have the opportunity to work together again.

Sincerely,



Paul A. Hemmerich
PH Design Architecture