



March 1, 2016

Dr. Rick Goodman  
7247 N.W. 22nd Drive  
Pembroke Pines, FL 33024

Re: Lennox National Account Services LLC

Dear Rick,

I would like to extend our gratitude to you for your participation in our Annual Branch Managers Award cruise to the Bahamas this past January.

The inspirational and entertaining presentation you gave was greatly appreciated and will be remembered by all who attended. Our team took away very useful information for improvement. We appreciate that you were able to customize the program to our company and our needs.

Thank you once again for taking the time to meet with our Team. We enjoyed meeting you and appreciate your efforts in making the event the huge success it was

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Gennari", with a long horizontal flourish extending to the right.

Joseph J. Gennari  
Vice President/General Manager  
Lennox National Account Services, LLC

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