

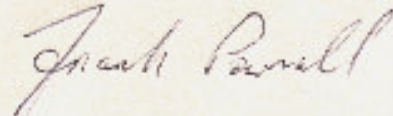
December 22, 2003

Glen Aubrey  
Creative Team Resources Group  
553 N. Magnolia Avenue  
El Cajon, CA 92020

Dear Glen,

I want to express my sincere appreciation to you and your staff at CTRG for the enlightenment and encouragement you continue to provide to my staff and myself. You have helped to transform Servpro of San Diego from a business which provides quality customer service, into a values based team which strives to achieve no less than excellence in all that we do. While we continue to struggle with the day-to-day production and personal conflicts, we now do so in a manner that encourages pro-active resolution based on these values. As a team we see the true value in helping each other to excel. 2003 was a "difficult" year, but we move into 2004 with a renewed sense of purpose and optimism, and look forward to the success we know we will achieve.

Sincerely,



Frank Pownall