



*The Hearst Corporation*

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*The Hearst Building • Suite 200 • 5 Third Street • San Francisco, CA 94103-3299 • 415-777-0600 • Fax 415-543-3490*

February 4, 2009

Mr. John Shields  
Conklin Brothers  
1100 Selby Street  
San Francisco, CA 94124

Dear John:

During the past 4 years, I have been working directly with Conklin Brothers for the carpeting needs of the Hearst Building, here in San Francisco. Conklin Brothers has been in our building since the 1960s.

My experience with Conklin has been nothing less than complete satisfaction. Our representative at your firm, Steve Lyon, promptly returns all of my calls to him. He also arrives in our building the day of my call to take a look at the project that needs doing. Equally important, he provides rapid responses to my requests for project estimates and then delivers a high quality performance in the field. Of course, he follows up with a site visit to be certain that everything is done well.

We have never needed to have Conklin return to complete an improperly executed task. Mr. Lyon gets it correct from the beginning all the way through the final execution. These are the marks of a firm that wants to satisfy its customers and build long-term relationships.

We recently installed carpet in two of our long hallways in the building. Conklin provided important feedback to Hearst regarding some of the pluses and minuses of the choices we were considering. The finished work is beautiful: the seams tight, the corners and edges finished. Best off all...our tenants have complimented us on the beauty of the building after this installation.

We've had an excellent start, during the last 40 years. I look forward to 40 more years of Conklin here in the Hearst Building.

Sincerely:

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Brennan Zerbe  
SF Realities Director