



Better Business Bureau
of South Central Ontario
REGIONAL OFFICES
100 James Street South
Hamilton, Ontario L8P 2Z2



Greetings

CAPELA'S ROOFING

15 Artistic Boulevard
Hamilton, Ontario L8T 4Z9
BBB Accredited Business

As the current Chair of the Better Business Bureau of South Central Ontario, I would like to take this opportunity to recognize your long-standing affiliation with the BBB. At the BBB, we believe that good business starts with trust, and without such trust, the relationship between buyer and seller is greatly undermined. As we enter our 70th year of service, we applaud the many business owners such as yourself that uphold the highest standard of trust in their dealings with consumers.

Mr. Capela, you and the entire Capela team should take pride in the fact that you are part of a unique fraternity of business owners, where your accredited business status cannot be bought, only earned based upon your record and performance as an ethical business.

In 2007, the Better Business Bureau of South Central Ontario provided consumers with over 360,000 company Reliability Reports and helped resolve over 3,000 complaints. Every company can expect the occasional complaint, but how you respond to that complaint will make a big difference to your customers. This quality of service and response is what earns your company the privilege of Accreditation with the BBB.

Again, please accept my personal congratulations on your achievement. I hope that you will display your decal with pride and encourage other members of the business community to become Accredited by the BBB so that they too may enjoy the same benefits.

Best regards,

Jo-Ann R. Cino, EPC, CDFA, CSA
Chair, Better Business Bureau Board of Directors
President and CEO, The Cino Group™