

AmSouth Bank  
333 Texas Street  
Shreveport, Louisiana 71101



October 13, 2000

Hand Construction Company, LLC.  
Cayce Hand, President  
P.O. Box 29159  
Shreveport, Louisiana 71149-9159

Dear Cayce:

Please accept this letter as our gratitude for the way your company performed during the renovations of the 3<sup>rd</sup> and 4<sup>th</sup> floors of the bank. It was a pleasure to work with you and your crew during the construction process. The construction crew handled themselves in a very professional manner and were very sensitive to the bank's needs.

The high quality of the construction and workmanship, as well as the project being completed on schedule, was of major concern to the bank. On both counts, you proved that Hand Construction Company was up to the task. Hand will be highly recommended for future renovations or expansions by this office.

Sincerely,



Steve Roop  
Vice President