



# Quality Builders Warranty Corporation

March 9, 2016

Mr. Frank Malacane  
Craftmark Homes, Inc  
1355 Beverly Road  
Suite 330  
McLean, VA 22101

Dear Mr. Malacane:

On behalf of Quality Builders Warranty Corporation, I would like to congratulate you on receiving the **2016 Builder of Integrity Award**. The award acknowledges a commitment to excellence in customer service and quality construction. Your organization has clearly demonstrated these values, having an exceptionally low complaint ratio during your membership with QBW.

As a recipient of the **2016 Builder of Integrity Award**, you are part of a select group of QBW members to achieve this recognition. At a time when many builders are cutting corners on such things as customer service and warranty work, you have remained dedicated to delivering a quality home with exceptional service. We commend your dedication to customer satisfaction and contribution to the homebuilding community.

Please use this advance notice to make the necessary preparations to announce the award to your community. Now more than ever, the award will help you stand out as an excellent builder. In the weeks that follow, you will receive the award, a formal letter, award logos for advertisements and a press release.

**The company name on your award will be “Craftmark Homes, Inc”. Please email us at [info@qbwc.com](mailto:info@qbwc.com) or contact your Senior Account Manager by no later than Monday, March 14<sup>th</sup> to let us know if you would like a different name displayed on the award.**

Once again, congratulations.

Sincerely,

J. M. Olshefski  
President / C.E.O.  
Quality Builders Warranty Corporation  
[www.qbwc.com](http://www.qbwc.com)

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