

February 4<sup>th</sup>, 2009

Claim number 55E-O55-576

Corey,

My wife and I wanted to personally express our thanks for all of your hard work during our crisis in our new home. We therefore would like to say a few things about our experience.

You came to our house immediately after we notified you about the flooding which had occurred. Without hesitation you came to our home and started work right away, even though it was Sunday and very short notice. You arrived promptly and worked diligently to remove the existing water in our house and repair all damages. It was a lot of work drying out the house and removing all of the damaged carpets and wood flooring. Not only did you put the house back together again but it looks better than ever! Between the new kitchen cabinets, flooring, drywall, and fresh paint, it looks stunning.

Throughout the process you were always available via phone, email, etc, and would always respond promptly. You were very confident in your work and therefore you put us at ease. My wife and I really appreciated your preparation and time table, which was clearly explained to us. In fact you even made us a calendar that showed us what was going to happen and on what days; this was very helpful and was especially convenient in our discussions with the insurance company.

Corey once again we thank you. We highly recommend you and your services. You did a great job with our home, it looks absolutely beautiful.

Sincerely,

Matt and Jenny