

November 17, 2008

Mr. Corey Kling

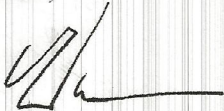
Re: Repairs to Ferguson Household

Dear Corey,

Now that it appears that all repairs, touch-up and cleanup are complete, I want to take a moment to express Denise's and my appreciation for your work on our behalf. It is no fun to have your kitchen in disarray for an extended period of time, but you and your associates made the best of it. For all the good work of others, it was you, more than anything that made the process livable, and in the end, produced a good job. In a day and age when too many contractors promise things they never intend to do and perform at the lowest level of quality they think they can get away with, you and Ward Restoration were truly an exception. You were always available and aware of what was going on. When there was something that needed "fixing," you saw to it that it was fixed. You were entirely honest and dependable. You made a difficult time as bearable as it could be!

Thank you for your good work and if you ever need anyone to vouch for you, your attitude or capabilities, you have a couple of volunteers in the Ferguson household.

Best,



Warren and Denise Ferguson
12476 Crystal Ranch Rd.
Moorpark, CA

cc: Lynda Rummelhoff, Agent
State Farm Insurance Companies