

December 13, 2009

William E. Day Jr., CR  
President/CEO  
4240 Trotters Way  
Alpharetta, GA 30004

Dear Bill:

I wanted to again thank you for the exemplary service your company provided us during the Atlanta flooding in September. I simply can not say enough good things about your response.

From the time I originally called in until the end of the claim, you and your team have done a great job. Your crew arrived on site as promised, and with the right people and equipment to do the job correctly, and quickly. Our project manager explained the process to us, and directed the crew in quickly handling our issues. In addition to getting up all of the standing water, they removed carpet and padding, cut out damaged sheetrock, and helped us shuffle things around in our basement to facilitate the drying process. They stopped back by several days later, tested to measure progress, and left needed equipment to complete the drying out.

The work performed by your company gave us a great deal of peace of mind, knowing that not only the aesthetic, but also the health concerns were resolved.

Though I hope I never need your services again, it is nice to know that I have found a company whose work I can trust.

Best wished to you and your team this holiday season,

Regards,

Jim Shortal