

Pamela H. Euteneuer  
553 Woodward Way, NW  
Atlanta, GA 30305

December 15, 2009

Mr. William E. Day, Jr.  
North Ridge Restoration, LLC  
4240 Trotters Way  
Alpharetta, GA 30004

Dear Mr. Day,

My name is Pam Euteneuer, and I writing you to convey my most sincere gratitude and heart-felt appreciation to you and the amazing employees, contractors, and sub-contractors of your company. My home was flooded on September 21 by the "100/500" year Biblical flood which affected several areas of metro Atlanta and surrounding counties.

The rapid response and emergency remediation of my home from your employees enabled my home to be salvaged and ultimately rebuilt on a timely basis – I have moved back in and will be able to have a Christmas tree for my children!

Words are inadequate to express my deepest thanks to all of the dear people in your company with whom I have had the pleasure of knowing. Paul Osmon went over and beyond the "call of duty". He was always positive, caring and, most especially, helpful to my 82 year-old Mother who came to check on the progress! Your employees and sub-contractors are courteous, sincere, polite, and I will always remember them. They helped to ease the sorrow of a sad situation. It has also been a pleasure to work with Crown Restoration and Wanda Burel. I will also send her a letter of gratitude.

I had only moved into my home six weeks prior to the flood. During the rebuild, I was temporarily living with relatives a short distance away. Therefore, I was able to visit my home almost daily to see the progress. It enabled me to develop a nice rapport with everyone involved.

I am so impressed with your company and employees. I hope my compliments get relayed to them. You are very fortunate to have all of them and to have such a wonderful company. As your website says "You do care about your customer". Thank you so much.

Sincerely,

*Pam Euteneuer*