

Administrative and Ticket Offices:
One Chatham Center, Suite 400
Pittsburgh, PA 15219-3447



Pittsburgh Penguins

Team and Media Relations Offices:
Mellon Arena, 66 Mario Lemieux Place
Pittsburgh, PA 15219-3516

March 11, 2009

To Whom It May Concern:

On February 17, 2009, our company experienced a back-up in our stationary sink that caused significant water damage to our executive conference room and reception area.

Building management contacted G.S. Jones to perform clean-up and restoration services for the area. G.S. Jones representatives were on-site very promptly and took immediate ownership of the situation. All G.S. Jones employees were extremely courteous and professional.

One of the major aspects of any emergency situation is the ability to communicate openly, effectively and efficiently. I can confidently say that G.S. Jones representatives were extremely good in communicating the things that needed to be done to clean up and restore our area to its original condition.

Furthermore, G.S. Jones was extremely conscientious in the handling of our area and the personal items that were damaged during the flood. Also, they took great care in ensuring there were no significant interruptions to our employees.

I cannot underscore more the professionalism with which G.S. Jones representatives went about their jobs and their concern for restoring our area back to its original condition. I would have no problem recommending them for further emergency instances.

A handwritten signature in black ink, appearing to read "Mark R. Kuczinski, CPA". The signature is written in a cursive style and is positioned above a horizontal line.

Mark R. Kuczinski, CPA