

Pittsburgh, Pa. 15237

January 10, 2009

Donald Bair
G.S. Jones and Sons
8347 Ohio River Boulevard
Pittsburgh, Pa. 15202

RE: Ice Damage Claim

Dear Mr. Bair:

I am writing to commend you for the wonderful job that was done to repair the extensive damage to our home caused by a recent ice dam. In order to prevent further damage and to minimize the exposure to State Farm, you immediately assigned a crew to make emergency repairs.

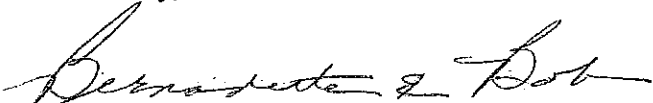
Subsequent repairs were made by Bill and Ray who were very professional and wasted no time making the restoration. They did a tremendous job in painting our 14 foot ceilings. I was astonished at how they accomplished this task. I anticipated much disruption but was pleasantly surprised at how minimal it was.

They took precautions not to damage our furniture or carpeting by utilizing cloth tarping. to cover the carpeting and plastic to cover the furniture. Both chandeliers were also encased in plastic. They removed the draperies before painting and carefully laid them out to minimize wrinkling.

Lee, the foreman, is also to be commended for his rapid response to my concerns and close supervision to guarantee that all work was done appropriately.

Thank you again for a marvelous job.

Sincerely,

A handwritten signature in cursive script that reads "Bernadette & Bob".

Bernadette and Robert Blinn