

Michael F. Meehan &  
Marianne Meehan

Verona, PA 15147

Sept 12, 2008

State Farm Insurance Co  
P.O. Box 11  
Concordville, PA 19331-0011

To Whom It May Concern:

I would like to thank the State Farm claims office as well as my local agent, Gregg Woyt, for the repairs done to my property under the Premier Service Program.

After my initial call, I received prompt responses from State Farm under both my Home Owners policy and the driver's Auto Insurance Policy. Each State Farm representative was courteous, helpful and knowledgeable of the procedures and options available to begin the repairs. I was provided with the names of several contractors able to handle the repairs needed.

I selected Jones Consulting – G.S. Jones Reconstruction. Within minutes of my initial contact, I received a phone call from Gary Baker, Senior Estimator. Mr. Baker came out immediately, reviewed the damage and made an appointment with the appropriate contractor for the damage involved. In spite of the fact that it was a holiday weekend (Memorial Day) Mr. Baker made arrangements to have the debris cleared from the yard and driveway.

Through out the course of the repairs, Mr. Baker and the State Farm claims representatives made repeated 'follow-up contacts' to check on the job status as well as my satisfaction.

Thank you, all, for making the ordeal as pleasant and painless as possible.

Sincerely,

Michael F. Meehan

cc: G.S.Jones