

October 30, 2009

Mr. Scott Jones  
G.S. Jones  
8247 Ohio River Boulevard  
Pittsburgh, PA 15202

Dear Mr. Jones:

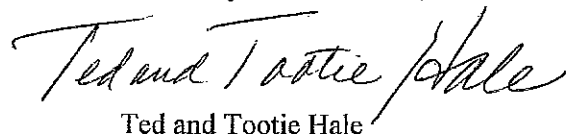
My husband and I are in our seventy's and found ourselves in an unlikely situation on August 12, 2009 when our game room was flooded by a failed hot water tank. All of this was quickly resolved with one phone call to Nationwide Insurance. Claims Adjuster Conrad Howe was at our home within an hour and instantly approved emergency services. Shortly thereafter, Mike Travers, of your company, was in our game room reviewing and estimating the damages and, before we knew it, a crew headed by Todd Rohal arrived and took immediate action to address the problem. The crew clean-up was quick, efficient and without incidence. It was truly amazing to watch this all happen within a matter of hours.

All of your employees and independent contractors were very courteous, professional, trustworthy, well-mannered, and had a great work ethic. My husband and I hold them all in high respect. We could never find the heartfelt words to express our gratitude to all who were involved in making sure we were given back a most beautiful and new game room.

We especially wish to thank Mike for his attention to every detail and leadership abilities along with Todd and the crew of Sarah, Elaine, Mark, Ryan, Angie, Nate, Oscar, Jeff, Tamara, independent contractors Ray and Bill, and the carpeting contractors, who gave us confidence in knowing that our property would be saved and protected through the clean-up and restoration.

We would, without a doubt, highly recommend G.S. Jones as a very respected, qualified, and professional restoration company. We are grateful for you taking what was a traumatic situation to us and turning it into a one that was completed by caring and trustful employees who wanted to ensure the highest level of professionalism.

Gratefully and God Bless,

  
Ted and Tootie Hale