

**BARBARA A. JOYCE**  
**PITTSBURGH, PA 15204**

State Farm Insurance Company  
Fire Claim Central  
P.O. Box 11  
Concordville, PA 19331-0011

SUBJECT: PSP Program – G.S. Jones

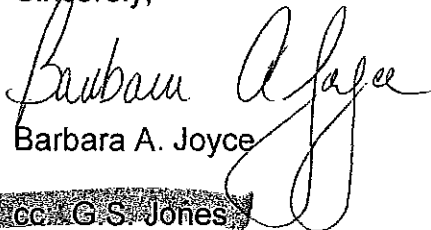
To Whom It May Concern:

I recently had an insurance claim for extensive damage due to a leak in my bathroom. I took advantage of State Farm's Preferred Service Program and had G.S. Jones do the repair work.

I was highly pleased with G.S. Jones' handling of the entire job. From my first meeting with Gary Baker, the Estimator, who was very thorough and helpful, to working with Paul Plubell the Project Manager, who kept me up to date on the progress, G.S. Jones' staff was very professional, knowledgeable and friendly. The work was done in a timely manner and at the end of each day the site was tidy and orderly. The job they did is great, I am very please and would highly recommend G.S. Jones for any job.

State Farm's PSP Program takes a lot of pressure off the homeowner, and with contractors such as G.S. Jones, I am sure the program is very successful.

Singerely,

  
Barbara A. Joyce

cc: G.S. Jones