

From: Racine Phillips
Sent: Tuesday, January 27, 2009 11:52 AM
To: szeppelin@gsjonesandsons.com
Subject: Thank you

Dear Steve:

Thank you for the good job over the weekend. I called my insurance agency about 5 am, and you were here by around 9.

I was impressed by the thorough nature of the job you and the crew performed, and I am especially grateful for the clear communication that took place regarding the damages. I was pleased to be asked to be involved in the cleaning process, and the crew patiently helped me to go through every wet thing. When we were done, I was given

Guiseppe's mobile number in case I had any further questions, and he cheerfully answered two such questions on Sunday morning at 7:30.

While three things were damaged during the process of the clean-up, I do not see any evidence of carelessness whatsoever. Sometimes things just break in a situation like this where there is a small disaster. I remain pleased by the responsibility and effort shown by you and your crew, and I recommend GS Jones and Sons.

Best wishes,
"RJ" Phillips