

**Email received on August 17, 2010 by Advanced Restoration staff...**

> -----Original Message-----

> From: [REDACTED] Bess <[REDACTED]>

> Sent: Tue Aug 17 07:56:38 2010

> Subject: Claim No. 0174 [REDACTED]

>

>

> Eric,

>

> Attached please find signed Certificate of Satisfaction. I want to let  
> know how happy we are with the quick response and professionalism of the  
> restoration team (Luis, Dennis, etc - sorry don't remember all their  
> names) who came onsite to our home. They were careful to move all our  
> things, paid attention to details and cleaned out all the debris after  
> they were done. They were sensitive to the situation and very  
> accommodating in answering all our questions. In addition we believe  
> the project manager; Gerard was very thorough and took the time to make  
> his assessment.

>

> Given the situation we are in, we are grateful to have worked with a  
> great group of people. Thank you.

>

> Yours truly,

>

> Arthur and Bess [REDACTED]