

November 26, 2007

Priority Restoration
2836 Sterling Road
Hollywood, FL 33020

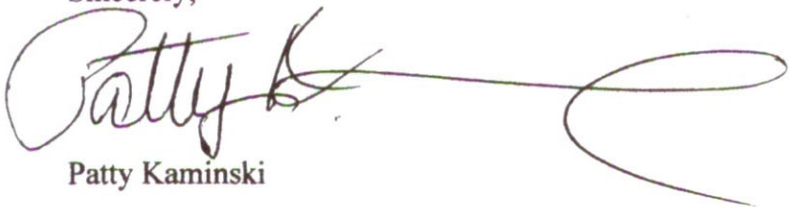
Dear Sirs,

Please accept this letter of accommodation for the fine work of your Employees. On Monday November 19, 2007 they came out and repaired the wholes in the walls and replaced the base boards and painted and did an extremely good job. Then, on Tuesday a gentlemen, by the name of Gus, who was very proficient in his good communication skills kept me up-to-date throughout the course of his work day. He contacted me a couple of times as requested to keep me informed of the requests that I had made and was very pleased that he "listened" and followed through. As one professional to another in today's times providing good "customer service" especially in the construction/repair business is truly becoming a work ethic that requires "work". Gus went above and beyond the scope of his roll and accomplished more than I could expect. He provided excellent service and carried out exactly what we had discussed and in such a professional manner that for all the bad that occurred in this unfortunate flood made the whole experience liveable and one that for once in my experience with business in general it was a very good experience and I wish to thank Gus and his co-workers for providing excellent service.

In the future, should my neighbors, friend or family members ever need service for any type of water damage I know with complete trust in my recommendation I will provide your company name and phone number to all that are in need for your services.

Once again truly I am grateful for work done well and customer service provided in a caring and trusting manner.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Patty Kaminski', with a long, sweeping horizontal flourish extending to the right.

Patty Kaminski