

December 12, 2016

ServiceMaster Restoration of Wilmington

387 Sloop Point Loop Rd

Hampstead, NC 28443

TO WHOM IT MAY CONCERN:

I just wanted to write and thank your company for a job well done. We had the unfortunate occurrence of having our hot water busted while we were away on vacation and came home to a flooded downstairs. Your company was quick to come in a take over the process of drying out our house and begin the process of making repairs. Megan Lewis was very pleasant and professional and also very patient with us when we started getting impatient and frustrated. She did an excellent job and we were fortunate to have her on our team. Brian was also very good to work with. I can't tell you how much we appreciate the work James Bond did, not only coordinating all of the contractors but also getting involved in the actual construction in order to speed the process along. He was very accommodating and respectful of our schedules. It was so nice not to have to worry about dealing directly with contractors and State Farm which relieved us of so much stress.

The finished results are more than we anticipated and there is no trace of any water damage at all! Thank you again for making this unpleasant experience somewhat stress free and we will definitely recommend your company to all our friends and let State Farm know that they should continue to recommend you as well.

Sincerely,

Donald & Susan Pridgen

111 Lordship Lane

Castle Hayne, NC 28429