

[REDACTED]
Sun City Center, FL 33573
MAY 1, 2018

President
Service Master 24 Hour
7840 Professional Place
Tampa, FL 33637

My Dear Sir:

On October 20, 2017, our friend, [REDACTED] came to check on our house. He discovered that our house was flooded with water. The entire house was immersed in water about 6 to 8 inches deep. At that time, both my wife and I were outside the country. Mr. [REDACTED] phoned Service Master 24 hour for help. Mr. Joe Plum and Mr. Frank Leeper responded quickly. Within hours they removed the excess water and damaged areas. Mr. Leeper then assumed full responsibility for reviewing the insurance adjuster reports and correct some of the damages overlooked by the adjuster. When we returned facing the disaster, Mr. Leeper told us that our house needed to be replaced with new cabinets, repainted all the walls, floorings etc. These required ServiceMaster to pack out and pack in hundreds of items. Finally, after FOUR months, on March 3, 2018, we were able to live in our house normally. Up until to-day my wife was still annoyed an stressed by some minor problems.

I wish to take the liberty to inform you that during the entire rebuilt process, Mr. Frank Leeper was very good in scheduling all the activities and completed them on time. He always answered our calls within hours. We are in our seventies, there are many things that we could not do. Mr. Leeper understood our difficulties ad always was able to solve them. Most important is his genuine compassion in helping us. Indeed, you have an outstanding project manager working for you.

Again, I wish to thank you for your company's timely help. I shall have no hesitation in recommending your company to anyone who needs help.

Sincerely,
[REDACTED]