


## STATEMENT OF SATISFACTION

ServiceMaster Fire and Water Restoration has completed the relay and/or cleaning of my carpet in my home to my satisfaction.

1017919010  
Claim Number

FARMERS INSURANCE COMPANY  
Insurance Company

4-21-11  
Date

  
Home Owner

Kevin Marshall did an absolutely  
fantastic job and is a very nice, hospitable  
young man with great manners. Will be  
using you again - Thank you! :)

## STATEMENT OF SATISFACTION

ServiceMaster Fire and Water Restoration has completed the work in my home to my satisfaction.

1018263305  
Claim Number

Farmers  
Insurance Company

3/31/2011  
Date

Edith Newman  
Home Owner

IN This time of distress ServiceMaster Team went above and beyond to assure that we knew what they were doing. All of the team was quick and efficient and in particular Ron came back every day to check and perform the needed work.

Great Job, very professional. I will suggest ServiceMaster to everyone.

Thank You  
Edith Newman

February 2, 2011

To Whom It May Concern:

I am writing this letter on behalf of ServiceMaster Fire and Water Restoration . This ServiceMaster Franchise is one of the best in Colorado. Their response times and customer service are second to none. Their employees have a wonderful understanding of how stressful a water or fire loss can be on homeowner. They do a fabulous job walking the homeowner through the process and making sure they are taken care of from start to finish. Being an insurance agent they are one the few companies that I can count on to take care of my clients when they have an issue. I feel this company would be a great addition to your vendor list and I urge you to strongly consider them. Please feel to call me at any time to discuss this further.

Sincerely,

Bill Vaughan

Blue Sky Insurance Services LLC



January 31, 2011

RE: Letter of Recommendation for Service Master Fire & Water Restoration

To Whom It May Concern,

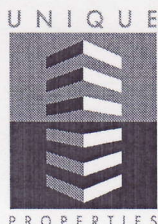
Service Master Fire & Water Restoration is Western Union's vendor of choice for fire and water mitigation services.

On December 12, 2010 at our Corporate Office here in the Meridian Business Park we experienced water damage due to a broken fire sprinkler head. Service Master's emergency crew was on site working within an hour of our call. We had contacted other vendors and their estimated response time was seven to eight hours before they would have been able to assist.

Service Master's quick response helped mitigate Western Union's damage and avoid any down time at our facility.

I highly recommend Service Master Fire & Water Restoration. Please contact me directly if you have would like to discuss my experiences with Service Master.

Tom Balagna  
Director Facilities  
12500 East Belford Avenue  
Englewood, CO 80112  
720-332-4565  
[thomas.balagna@westernunion.com](mailto:thomas.balagna@westernunion.com)



Unique Properties, LLC  
1873 S. Bellaire Street  
Suite 825  
Denver, CO 80222  
Phone: (303) 321-5888  
Fax: (303) 321-5889

December 29, 2010

Jeff Mackey  
Service Master of Arapahoe County  
5366 South Bannock Street, Unit A  
Littleton, Co 80120

RE: Referral Letter

To Whom It May Concern:

We have been working with Jeff and Julie and the crew for years now and we know exactly what we can expect from them; excellence. From rescuing us from the occasional pipe brake and flood, to preparing our properties to lease with timely and efficient carpet cleaning, odor elimination, mold remediation, and even rug and upholstery cleaning, these guys are and have been our first call and solution to life's occasional twist. Our company handles over 2,000,000sf of commercial and multifamily property in Denver and having a "go to guy" for prepping our rentals and remediating floods, fire damage, and whatever else seems to rise its ugly head, is of paramount importance to us and actually helps us secure more assignments. There are a good many choices out there but what separates Jeff and the gang from everyone else we have hired is their consistent level of attention and customer service. Arranging their schedules around the occupants' requests, calming down concerned tenants, working on holidays and off hours, and most importantly always answering that phone when we need them is very important to us, and these guys deliver time and again. I personally have them clean my floor coverings and help me around my home, and with 7 year old triplets, a working wife, 3 dogs and 2 birds, I definitely need the services Jeff has to offer but most importantly I need to know that whenever the time, whatever the circumstance, they will answer the phone and get rolling.... THAT is what really separated these guys from everyone else in my opinion.

Sincerely,

Greg Knott  
Senior Broker  
Unique Properties - Commercial Real Estate  
(v) 303-321-5888 ext 207  
(f) 303-321-5889  
Direct: 303-512-1156  
Cell: 303-521-3648  
Email: [gknott@uniqueprop.com](mailto:gknott@uniqueprop.com)  
[www.uniqueprop.com](http://www.uniqueprop.com)