

Dear Tim:

On behalf of my mom Helen and me, thank you so much for solving the problem of water coming into the crawl space of my Mom's house every time it rained. We had contacted several waterproofing companies and asked them to come and give us an estimate. After receiving comments anywhere from I really don't know what's causing the problem to suggestions on what might work, it was so gratifying to have you visit and tell us exactly what should be done, how it would be done, and then work with me on dates to get the job done. In addition, there were cracks in the basement and laundry room that needed to be sealed.

Thank you doesn't say enough for the appreciation Mom and I have toward the men you sent to complete the job-Nick and his team. Nick and his team not only were on time, but early. They were professional, courteous, respectful, considerate, and we never had to clean up after them. When they left, everything was put back in its place. Nick (and you) accommodated us on every point or question we had. Please express our thanks and gratitude to Nick and his team for us. We know it was a lot of hard work and we sincerely appreciate it.

Since the work was done, we no longer have the worry of water coming into the crawl space, basement and laundry room. And we owe that all to you.

With warmest regards,

A handwritten signature in cursive script that reads "Tillie". The signature is written in dark ink and is positioned below the typed name.

Tillie

Dear Valued Customer,

Please help us in our commitment to customer satisfaction. Your experience with our company is important to us. The purpose of this survey is to keep us informed about our performance.

Thank you for taking the time to provide us with your feedback.

Sincerely,

**John Walsh**

John Walsh  
President

Yes	No
<u>X</u>	_____
<u>X</u>	_____
<u>X</u>	_____

Have your questions concerning this work been answered promptly and to your satisfaction?  
Was the crew knowledgeable and professional?  
Has all debris been removed from the work site?

I hereby acknowledge that the above questions were reviewed with me by the Safe-Guard Crew Chief and have been satisfactorily addressed.

Richard  
Homeowner

10-9-08  
Date

RAUOL - ARMANDO - VERY PROFFESIONAL,  
COURTESY - WOULD LIKE THERE  
SERVICE IF NEEDED AGAIN