

From: Ann.Dain@mortgage100llc.com [mailto:Ann.Dain@mortgage100llc.com]
Sent: Wednesday, May 21, 2008 6:20 AM
To: Bruce Ehrisman
Subject: RE: Estimates

Good Morning Bruce,

Sorry I didn't get around to opening your e-mail yesterday.

Yes, I would like you to proceed and finish the repairs when your schedule will allow but prefer the next week target that you offered (if I'm not too late).

On the invoice for the original mitigation, I don't see a credit for the \$500 that I gave to the gentlemen when they arrived to start the emergency dry-out. I just want to be sure that you expect that I would deduct that figure from the \$784.08 initial service call.

I appreciate the professionalism with which your company responded to my emergency. I was on my way out of town the next morning early and was already frazzled (this was the 4th time that area has flooded and the last time I had the carpet replaced). Your men were courteous and efficient -- characteristics that I needed greatly in that moment.

Your credit for only billing me for the days the fans and humidifier were needed rather than the time they resided at my house was also a very pleasant surprise. Again -- I'm impressed!

Your company far exceeded my experience with another restoration company that had been called during previous floods.

My day job is that of a Mortgage Banker for Wells Fargo but I sit in a Remax office -- thus the different company name for the Joint Venture relationship. The Remax office keeps a list of preferred contractors that we offer the real estate clients on request and I am absolutely adding you to that list this morning.

Thank you again. Please let me know if you need a check from me now for the initial service call or if I can pay you a total once the repairs have been completed.

Ann

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