

Varin Collins
1449 Pleasantview Drive
Redlands, CA 92374
September 29, 2009

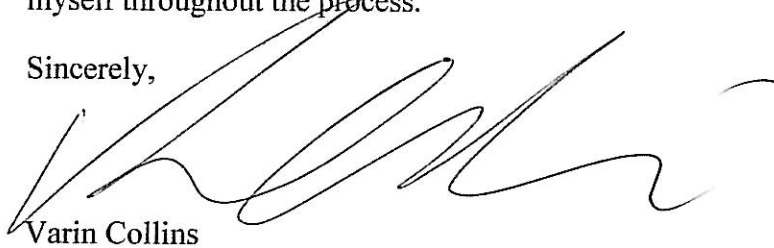
Best Quality Restoration
5901 Adenmoor Avenue
Lakewood, CA 90713

To whom it may concern:

As a result of the wonderful customer service I received from Mr. Eli Daboush, I felt compelled to write a letter of appreciation to bring his professionalism to your attention. Throughout the course of our business relationship Mr. Daboush was consistently courteous and seemed genuinely concerned for my issues.

My rental house had, unfortunately, sustained some significant water damage and Best Quality Restoration was sent out for the emergency call to begin the clean-up. Mr. Daboush was very thorough and showed great courtesy and sensitivity to my tenant and myself throughout the process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Varin Collins', written over a horizontal line.

Varin Collins