



The Water Works is a division of The Fire Works Restoration Company, LLC.
9432 Watson Industrial Court, Crestwood, MO. 63126-1523
Phone: (314) 961-FIRE (3473) * Fax (314) 961-2083

Monday, January 14, 2008

Rita
103331
St. Louis, MO 63136

A being best I assume

CUSTOMER SURVEY FORM

We would like to thank you for placing your confidence in The Fire Works. We understand that being a victim of fire or flood is a very stressful, inconvenient and demanding experience. Fire and water damage restoration is inherently problematic. Our objective is to reduce the problems that are inherent in such situations.

To assist us in our attempt to continually improve the services we offer and to determine your project manager's compensation for this project, we would like to ask your opinions of the services that we provided. Please circle the grade that you feel best describes the quality of service that you received.

• Your insurance agent's name STATE FARM

• Were the building repairs to your home performed to your satisfaction?
Grade: (A) B C D F

Comments: _____

• Was the cleaning and restoration of your contents (furniture, personal items, etc.) performed to your satisfaction?
Grade: (A) B C D F

Comments: _____

• Was the emergency water extraction services (if applicable) performed to your satisfaction?
Grade: (A) B C D F

Comments: _____

• Was your experience with our company a positive one? Grade (A+) B C D F

Comments: Not sure what we would have

• If you had a friend that experienced a fire or water loss would you recommend that they consider The Fire Works Restoration Company or The Water Works. (YES) NO

*done without your great people from
The Boarding up total finished house.
Thank you Rita.
Date 4/20/08*

Customer Signature

All repairs are complete and I am satisfied with the work provided.