

Robert W. [REDACTED]
[REDACTED]
Ballwin, Missouri 63021

November 2, 2004

Mr. Pete Mitchell
The Fire Works Restoration Company
9432 Watson Industrial Park
St. Louis, MO 63126

Dear Pete:

As you know, on December 10, 2003, we suffered a major house fire at our two-year old home in St. Louis County. In a much belated way, we want to express our sincere appreciation for all of the fine work done by everyone at The Fire Works Company.

I can't imagine anyone being prepared for a near total loss of their belongings and home, we certainly weren't. At the beginning we took things slowly; contracting with The Fire Works for the emergency board-up services on the first day. Then, upon advice from our insurance company, we contracted with you for the contents restoration work. Upon a very positive experience with your contents restoration people, and checking several of your construction references, we ultimately contracted with The Fire Works for the complete reconstruction of our home. In retrospect we wish we would have given you the go ahead on the first day as you have proven to be extraordinarily capable of handling the full range of emergency services, restoration and construction services on this large residential project.

Throughout this ordeal we have made some real friendships with several of your employees who spent a lot of time and effort on this project. Donna Neukomm and her crew on the contents side were extraordinary, capable, and compassionate in everything that they did for us. Curt Guebert and his crew on the construction side were extremely professional, talented and flexible. We know this to be true since we were there every day when they were working.

Pete, you know we have been complimentary and praised the work of The Fire Works throughout this project. We will continue to be more than happy to provide you with references in the future. Thanks again for everything.

Sincerely,

Bob and Leslie [REDACTED]