

To whom it may concern,

On February 18th, a holiday, we pulled into our driveway to find our home on fire. A friend recommended that we call Purofirst Fire and Water Restoration which we did after calling 911.

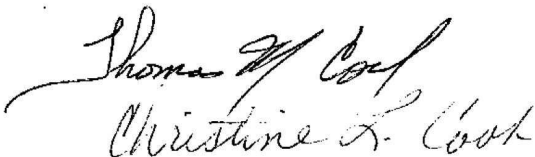
Tom Lanyon From Purofirst arrived before the fire fighters were finished and ensured that our home was boarded up and secured that day. His prompt attention to our situation made us decide to go with Purofirst as our contractor for the restoration.

They informed us as to our rights and responsibilities from beginning to end answering all our many questions with professionalism and patience since we had never gone through anything like this. They were always available to us when we needed an answer to a problem or question with the city, mortgage company, or just advice on making a decision about any aspect of the rebuild.

What could have been a nightmare of paperwork, identifying, salvage, cleaning, storing of our things not destroyed in the fire, and rebuilding was made understandable and simple as they walked us through every step of the restoration of our home as if the fire had never occurred.

We cannot say enough about Tom Lanyon, Jared Lanyon, Cassandra Sandoval, all of their employees and the sub contractors they hired for various projects during the rebuild. They were all professional, courteous and helpful with the many decisions we had to make during the process.

While this is not something anyone wishes to experience we would highly recommend the Purofirst team in Victorville should the need arise. We are more than pleased with the end result of our restoration. Feel free to contact us if you have further questions about Purofirst and our experience with them.

The image shows two handwritten signatures in black ink. The first signature is 'Thomas M. Cook' and the second is 'Christine L. Cook'. Both are written in a cursive, flowing style.

Tom and Christine Cook, home owners

Victorville, California 92395