

CHARLES A. COTTON

Apple Valley, CA 92307

August 22, 2011

Purofirst Fire & Water Restoration  
13600 Pawnee Rd., Suite 3  
Apple Valley, CA 92308

Re: Water Damage

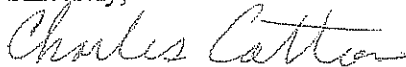
Apple Valley, CA

Thank you very much for your prompt and professional attention to my home that incurred water damage in all of the rooms. Your staff helped me through a very difficult time and I appreciate it so much. Their attention to all the details of removing my personal affects was amazing.

It was very comforting to me, having to be out of my home for that period of time knowing that it was being taken care of by such caring and professional individuals. All of your attention to details has made being back in my home a real pleasure. The move back in was also very smooth with all of the help from your staff.

Thank you again for your prompt and professional service.

Sincerely,

A handwritten signature in cursive script that reads "Charles Cotton".

CHARLES COTTON