

TO: Antonio
Certified Construction

FROM: Jaina Gourgeot
415 Leaf Trail Lane
Cordova, TN 38018

RE: New Roof

DATE: August 10, 2012

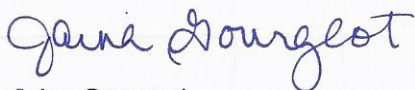
I want to write to you and tell you how thrilled and impressed my husband and I are with you, your staff, your products and your company!

From the first day I met with your salesman, Tony, to the end of the project, we have been amazed at the dedication of you and your staff to make sure the whole process of getting a new roof and the internal repairs/painting was done with the upmost professionalism in a minimal amount of time! You helped me with the claim process with my insurance company, you and Elizabeth were always checking on us to make sure everything was satisfactory during the job, and your company provided material upgrades and services over and beyond what our insurance reimbursed us for! Your roofing crew was excellent, even working through the middle of a thunderstorm that blew up quickly while they were on the job. They got our bare roof secured and tarped quickly, and avoided any rain and wind damage. Amazing!

Your rating with the BBB is an A-, and I understand that it will soon be upgraded to an A+! I certainly understand why, and congratulations to your company for 1) your outstanding customer service, 2) top of the line products, and 3) your mission to set yourselves apart from other roofing/construction companies! We will definitely be promoting and referring your company to as many homeowners as we can.

Thank you for making this project a wonderful experience. We are already planning on utilizing your company for other home improvement projects!!

Sincerely,



Jaina Gourgeot