

Puro Tec, Ltd.
725 Wicker Ave.
Bensalem, PA 19020
August 4, 2001

Gentlemen,

It's been two years since you came to our aid when torrential rains overwhelmed our sump pump and flooded out downstairs living area.

Over the past ten years, our lives were disrupted, our emotions strained and the inevitable insurance claims were filed each time the forecast called for heavy rains. We routinely turned to Serve Pro whose name was given to us by our Insurance Co.

But two years ago when we again were faced with filing yet another Insurance Claim, we found Puro Tec all on our own! And we were impressed with your professionalism and willingness to go above and beyond.

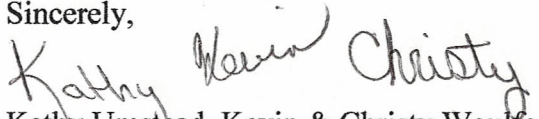
During the drying out process and removal of the carpet, walls and trim, you conducted a thorough analysis of the outside drainage design as well as the sump pump system. You explained that your goal was not only to respond to our crisis, but to avoid any future claims.

We took your recommendations and made changes in the sump pump system and we have now passed the two year mark with NO water issues!!

Looking back, for ten years our lives were full of turmoil, disruption and inconvenience all because the people we turned to simply did what protocol called for. But you not only did the clean up and the restoration, you searched for an explanation. And the result is for the first time in over ten years, we have been able to get through some very heavy rains with no interruptions in our lives!

It is our hope that more people facing crisis will find you just as we did. Thank you!
Thank you! Thank you for your team of professional, compassionate and knowledgeable responders...

Sincerely,


Kathy Umstead, Kevin & Christy Woulfe
47 W. Pumping Station Rd
Quakertown, PA 18951