

**From:** "Vera Stevens" <[redacted]>  
**Date:** April 30, 2014 at 12:15:39 PM EDT  
**To:** [redacted]@Hartford.com>  
**Cc:** "Frank McSherry" <frankmcsherry@puro-tec.com>  
**Subject:** A Job Well Done (Puro-TEC LTD and the Hartford Insurance Company)

Thank you very much for recommending Puro-TEC LTD, Property Recovery Experts, to handle the work. Although both you and Puro-Tec stated that it is my choice to choose the contractors, I am so happy that they did the work. Allison, when you go through a traumatic experience that I encountered, the burden was lifted somewhat by dealing with you and Puro-TEC. The caring, understanding and professionalism exemplified by you and that company was amazing. They aim to please and are definitely customer-focused. This was an extremely difficult project from the beginning to end to do and I never heard one complaint. My house was transformed from an ugly place to a beautiful home.

We as human beings should give praise when deserved because the service industry always hear a lot of complaints on what is not being done correctly. Frank McSherry, Project Manager, supervised this project and made sure that everything was done properly and on a timely basis. He is a great communicator and I was in constant contact with him via email and/or by telephone. In addition, all of the employees were respectful, courteous and met all of my work-related needs. It was truly a pleasure to deal with the administrative, management and contractors on sight.

Allison, I am a satisfied customer and thank you and the other staff personnel at Hartford. It was a pleasure to work with you and also Puro-Tec. I would definitely utilize Puro-Tec for any future projects and will keep Hartford as my insurance company.