

Mr. Willie Newson & Family
8527 S Kildare
Chicago, IL 60652

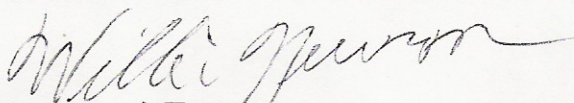
Dear All that this may concern:

Although this may be an overlooked task, I feel that I must take the time to bring to your attention the outstanding customer service I receive after my home caught fire during the month of December. From December 20th 2008 through April 2nd 2009 my family was misplaced and out of where we know as home.

I just want it to be known that each person who assisted me and my family during our time of displacement had a great attitude, offered expert knowledge, and patience in handling our specific issue which was very important to my complete customer satisfaction and well being.

My family and I are very appreciative of your assistance and support with treating our affairs with the utmost importances. A lot of times contractors, business and insurance companies are not sensitive to the needs of their customers and provide the quickest and most convenient solution to the customer problems from their perspective. But in this case, I am completely satisfied with everyone that worked to get me and my family back into our home.

I hope that you will pass this thanks on to any and everyone that had a helping hand in taking care of us during our time of need.

Sincerely, 
Willie Newson and Family.