

The O'Brien Family
4640 Durham Road
Rocklin, CA 95765

October 1, 2011

Zebra Restoration Service
11365 Sunrise Park Drive, Ste 200
Rancho Cordova, CA 95742

To the staff of Zebra Restoration:

This letter is long past due, and for that I apologize. Kathy and I would like to take this opportunity to thank you all sincerely for the service you provided us in our time of disarray.

I can't imagine the pressures there must be on a business to begin customer relationships based solely on the fact that something unfortunate must have happened. Of course, each client feels there can be no other project more important than theirs...present company included, I'm sure.

After time to finish our business with the insurance and get things back to normal somewhat, we have had time to admire the changes and reflect on the services provided by all. We are truly grateful for the care and respect your entire staff provided, especially those contractors in the field who had to deal with us personally. Really, well done!

We would be pleased if you would extend our thanks to the sub-contractors who provided equal skills and services to our floors, cabinets, countertops, and plumbing. Some made special time to come out and fulfill additional concerns of ours as well; we appreciated that immensely.

We would surely recommend your service to any of our friends or relatives in need. We would certainly use you again ourselves, although I must say I hope it never comes to that!

Thank you all so much,

Chuck and Kathy O'Brien