

Rosa Ana de Figueiredo
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September 17, 2008

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9-19-08

Ms. Roseann Martin
Advanced Restoration Corporation
151 Lafayette Road
West Babylon, NY 11704

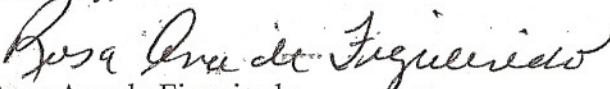
Dear Ms. Martin:

Last week we had an oil leak in our house. After Petro took care of part of the problem they told me that we would have to call our insurance company to get a referral to a restoration company. Upon calling my insurance company they told me that I should look in the Yellow Pages, since they didn't know anyone I could call. I went on line and found your company. I was very impressed with the presentation you have on line and that was the deciding factor of me calling you. And I am glad I did, not only is your presentation very professional but the people that work for you are as well.

I was in a panic, since I didn't know what to do. But I must say it was a pleasure dealing with Carol Gordon. She met my husband and I at our house to assess the damage. Even though she wasn't dressed properly to assess that damage, she went downstairs, heels and all, took pictures, spoke to Brian who you also contacted, as to what had to be done and started the ball rolling. She is very professional, well informed, and reassured us that things would be taken care of as promptly as possible, which they were. The following day she spoke to our insurance agent and got the ball rolling there as well. Within a few days the oil was cleaned up and all contaminated materials were removed. Our insurance company, at the beginning, wasn't sure if we were going to be covered for this problem but after going back and forth with Carol they called and said that we would be covered for the clean up, etc. Carol was in constant contact with us giving us updates of where things stood. We were a bit stressed out but she helped ease our stress. I must say that you are very fortunate to have an employee such as Carol. This is a plus for you, she is a reflection on your company, and if ever anyone I know has a similar situation I would recommend Advanced Restoration in a heart beat! Now a day's people really don't take the extra step to help people in a crisis, Carol did.

I thank you and your company for taking good care of us.

Sincerely,


Rosa Ana de Figueiredo

cc: Carol A. Gordon