

-----Original Message-----

From: Melinda [REDACTED]
Sent: Wednesday, April 13, 2016 11:31 AM
To: Michael Caputo; rthorenz@brandrestorationinc.com
Subject: Thank you from [REDACTED] rd Street, Apt. [REDACTED]

Wanted to send a note of appreciation to Branch Restoration and to specifically mention how much Rob helped us throughout the process. From last Saturday when we received the call about the radiator exploding in the apartment, to the installation and removal of the dehumidifiers, Rob has been informative, responsive, available and straight forward. It was also nice to see how he interacted with his team as a manager. Also, wanted to say that Arturo was responsive and understanding of the disruption and worked smart and very hard too.

Branch is a company that appears to be reliable beyond the call of duty. Sorry to have met this way but very grateful for the support.

Kind regards,

Melinda [REDACTED] + Andy [REDACTED]

Melinda F [REDACTED]
[REDACTED]

[REDACTED]