

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

From: Michael Caputo [REDACTED]@branchrestorationinc.com]

Sent: Friday, January 15, 2016 9:45 AM

To: Evelyn; Michael Caputo

Subject: RE: From Evelyn Sabin

Evelyn,

Thank you for your kind words

You know who to call if you need any further assistance

Michael Caputo  
President  
Branch Restoration, Inc.

261 W. 35th St. #1408 New York, NY 10001  
Office: 212.244.8441; Mobile: 917.855.4397  
24/7 Emergency Services: 800.727.4427  
[BRANCH SATISFACTION SURVEY \(Click Here\)](#)

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

From: Evelyn [REDACTED]

Sent: Friday, January 15, 2016 9:42 AM

To: Michael Caputo

Cc: evelyn sabin

Subject: From evelyn Sabin

Hi Michael. I just wanted to give you an update and follow up. We opened the damaged area and dried it out. My neighbors have recently resumed using their shower, and all signs point to the area remaining dry. My building keeps checking, and today Robert Thorenz also came up and checked it. We will continue to monitor the area before we close it up and restore it. I wanted to take this opportunity to let you know how pleased we are with your company's work and to tell you what a great job Robert Thorenz has done. He came over this morning to double check the damaged area and even refused a tip that I offered him. He is very easy to work with and is extremely professional and knowledgeable.

Anyway, thank you for your continued assistance and best wishes for a healthy and happy new year.

Best,  
Evelyn