



Date: Tuesday, March 13, 2012 12:30 PM

From: [REDACTED]

To: [REDACTED]

Subject: Re: [REDACTED] Wichita, KS - Damage Assessment

Thanks John,

It was a pleasure to meet you also.

I called your office and told them what a wonderful job you did. I was impressed with the way you talked to our clients and they felt really good about the experience. I also told them about the vent situation and I think your input impressed them. It made them feel like you really cared about them.

Thanks again for all you do for our customers.

Joe

Joe Voss

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