



Excellent Service Endorsement

Customer: Richard Rich

Insurance Company: Olympus Insurance Claim #: LT11002090

Insurance Agent: Maria MacInnes - Brightway Insurance

Did PuroClean respond to your emergency call promptly? (Yes/No) _____

Did our employees present themselves professionally? (Yes/No) _____

Please select any key attributes that apply to PuroClean professionals who were in your home.

- | | | | |
|---------------------------------------------------|-------------------------------------------------|-------------------------------------------------|---------------------------------------------------|
| <input checked="" type="checkbox"/> Helpful | <input checked="" type="checkbox"/> Experienced | <input checked="" type="checkbox"/> Reliable | <input checked="" type="checkbox"/> Organized |
| <input checked="" type="checkbox"/> Knowledgeable | <input checked="" type="checkbox"/> Trustworthy | <input checked="" type="checkbox"/> Informative | <input checked="" type="checkbox"/> Compassionate |

In your own words, what would you say to your insurance company about the service you received

from PuroClean? PuroClean provided very prompt, thorough, professional service and did an excellent job handling my house damage.

Did PuroClean meet your expectations with the service they provided? Yes

Payment Authorization

I/we authorize my/our Insurance Company to pay PuroClean directly for the portion of the claim that pertains to the services PuroClean has completed on my/our property.

Signature: Richard E. Rich (Insured) Date: 10/7/11

Signature: _____ (Insured) Date: _____

Each PuroClean office is independently owned and operated.