



Excellent Service Endorsement

Customer: Jen Liberato

Insurance Company: Universal P+C Claim #: FL-0017636

Insurance Agent: Dave Duncan

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

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

from PuroClean? They responded quickly + came every day to check the moisture in the house.

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: Jennifer Liberato (Insured) Date: 10-11-11

Signature: _____ (Insured) Date: _____

Each PuroClean office is independently owned and operated.