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MAY 14 2013

BY:.....

██████████
Wichita, KS 67218

May 10, 2013

James M. Southerland, Jr.

Owner/CEO First Choice Repair Program

Dear Mr. Southerland:

My letter to you of 12/25/12 expressed my dissatisfaction with the services of ██████████ and expressed hope that the unsatisfactory service could be rectified. I am happy to report that the services of S & A Construction, Inc., have almost concluded, and the designation of exceptional service has been earned.

In addition to listening to my strongly worded complaints, John VanSickle and Stuart Nelson, who visited me mid January 2013, indicated that they could and would rectify what they saw of the finished product of ██████████ and would do it to my satisfaction. Pardon my inability to trust at that point; however, their goal has been accomplished, and I can testify to exceptional service from this company and their representatives.

I did not once feel that I needed to call my Farmers Insurance representative about lack of contact or follow-through, nor did he have to advocate for me during this repair, which is just about finished, a year after the hailstorm that damaged the roof. John VanSickle did a superb job of keeping me informed at all stages of the repair work, and the men he supervised worked both courteously and with experience that showed in the product.

Please feel certain that when First Choice Repair Program is mentioned, it will get my attention and support. Even better, I am going to use S & A Construction in any way feasible in the future.

Sincerely,

Cathryn A Hay, Ph.D.

Cc: Kenneth Hipp, Farmers Insurance