

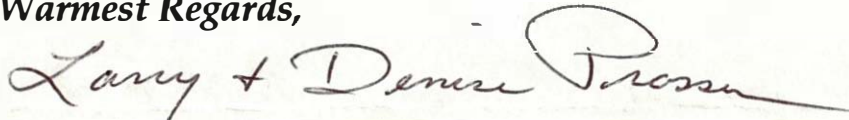
*August 16, 2011*

*To Maui Fire & Flood,*

*Could not let a job completion go by without commending your staff that worked on the mold mitigation and restoration in our home.*

*Having recently remodeled our kitchen and not having the use of it for months, then having to discover serious water and mold damage, was to say the least, a frustrating situation to find ourselves in. The thought of having more disruption and inconvenience was not something we were looking forward to. However, your company provided such great personnel who displayed professionalism, courtesy, and expertise. AJ and his men were superb as was Kevin and his crew. Trying to balance a job well done in the least amount of time to avoid further stress on the homeowner is a challenge within itself, let alone all the organizing and communicating that is required. Please thank them for a job well done, for always responding to our calls and for being such courteous and respectful individuals. Also, a big Mahalo to Pua who displayed great customer service skills. A person who is pleasant, understands the business and articulates well is vital to any company.*

*Warmest Regards,*



*Larry & Denise Prosser*

*P.S. As a side note, I did notice that many of your staff were young and at first I was a bit skeptical, however, after seeing first hand how these young people handled themselves and their responsibility, I got to say that if they are the example of our young men and women, I think our Country will be o.k. after all... ..*