

June 26, 2009

Ms. Rebecca Franchett  
Inside Claim Representative  
The Hartford  
Central Property Claims Region  
PO Box 14265  
Lexington, KY 40512-4265

Letter of Recognition and Appreciation

Dear Ms. Franchett,

This letter is related to my claim to The Hartford with respect to the recent flooding of the basement of my house and the clean-up work done by Spotless Carpet Cleaners & Janitorial Services, Inc., Johnson City, Tennessee.

The service which this company rendered to us in the recent flooding emergency which we experienced in our home was excellent. The personnel were very caring and concerned for our well-being. Their work was done in a very careful and efficient manner. Mr. Robert Pakrul, President of the company came each day to check on the condition of our rooms and possessions until he was satisfied that all the water and moisture was gone and our home was dry.

My wife and I wish to suggest to you, and The Hartford that should any such incidents such as the flooding which occurred to our home happen to any of your Insurees in this area of Tennessee or Southwest Virginia that they feel confident using Spotless Carpet Cleaners & Janitorial Services, Inc. We feel convinced that they will be as pleased as we are with their service.

Sincerely yours,

James Stapleton

Cc: Mr. Robert Pakrul  
Spotless Carpet Cleaners & Janitorial Services, Inc.