

James E. McCully, Jr.  
PO Box 391701  
Deltona, FL 32739-1701  
Cell: 407-314-8448

June 16, 2007

Mr. Bob Pakrul  
Spotless Carpet Cleaning & Restoration  
206 Dalewood Dr.  
Johnson City, TN 37605

Mr. Pakrul,

I want to take this opportunity to thank you for your services at my mother's house, Caroline McCully, where you and your staff attended to the issues of water damage.

I also want to express the gratitude of my sister and I have in your own personal involvement and the above and beyond way you handled yourself. The fact that you personally visited my mother while she was in the hospital showed a trait rarely seen in today's times.

It is no wonder, that your company's success is a DIRECT reflection upon yourself and your values. I also want to thank you for your recommendation of Mr. Tommy Gasteiger of Gasteiger Plumbing. He did a wonderful job and was well worth it. Do not hesitate in continuing recommending him to your many clients. You can not put a price on the level of services you both supplied and the peace of mind that follows!

Sincerely,

Jim McCully

CC: Better Business Bureau