

2981 Thirty Rd. Box 777
Smithville, ON L0R2A0
June 2, 2009

Aviva Pilot
883 Upper Wentworth St. Suite 402
Hamilton, ON L9A 4Y6

Attention: Nancy Smith, Property Field Adjuster

Dear Nancy,

I'm writing to you about Tri Star Resoration. We, unfortunately, had a flooded basement twice this winter, due to two separate problems. The first time, the flood occurred on a Thursday; I thought I could take care of it myself. By Sunday the whole basement was starting to smell like mould. I called Tri Star Restorations, and Konstantino was there the next morning to have a look. As he knows a lot more about mould than I do, he right away suggested insurance should be involved, and he did all the necessary work to get rid of carpet, drywall, etc., that were affected.

The second time we flooded was a Saturday night; we'd had heavy rain, and the sump pump quit. We used a portably sump pump to get rid of the water. I called Konstantino Sunday morning first thing, and he was there almost immediately to begin cleanup.

I would have no problem recommending Tri Star to anyone who needs this type of work done. Konstantino is a hard working individual. He gets the work done quickly and efficiently.

Sincerely,

Janet Schutten