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May 30, 2009

Aviva Canada  
Suite 600, Commerce Place, 1 King Street West  
Hamilton, ON  
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To Whom It May Concern,

Re: TriStar Restorations and Disaster Recovery

We recently required the need for flood restoration in our home. My husband selected a company from the yellow pages because they had been in business for 30 years. TriStar Restorations and Disaster Recovery were called and on site within the hour to clean up water damage (black water) on three levels of the house.

A claims adjuster and the preferred restoration company representative (Service Master) visited the home several days after the incident. By this time TriStar had everything under control. TriStar continued the restoration job and affected drywall and carpet were removed; and appropriate samples taken and retaken until the levels were normal.

The representative from TriStar was always in communication with us and onsite throughout the process. Staff were always courteous and friendly.

When it came time to make the necessary repairs, there was a push to use the services provided by the preferred vendor, Service Master. Up until this time their presence was almost nonexistent. Any communication with them was at our initiation. Having had a very positive experience to date with TriStar, we insisted that they be awarded the job to complete all the necessary repair work.

Every step was explained to us and our input was sought throughout the process. Our needs were considered at all times and accommodations were made as necessary. At all times, we were made to feel that it was about us and not dictated by the insurance company. The job was well managed by Konstantino Zaraliakos and the finished work superb.

We are very pleased with the services provided by TriStar and highly recommend them to anyone needing disaster restoration work. Clients of Aviva would be well serviced by TriStar Restorations and Disaster Recovery.

Sincerely,



Sheila Bowron