

February 11, 2011

Attention: RBC Insurance – Claims Department  
RBC Insurance – David Youn  
RBC Insurance – Atul Shrivastava  
Tristar Disaster Recovery Inc.

Re: Claim no. 21547401 45

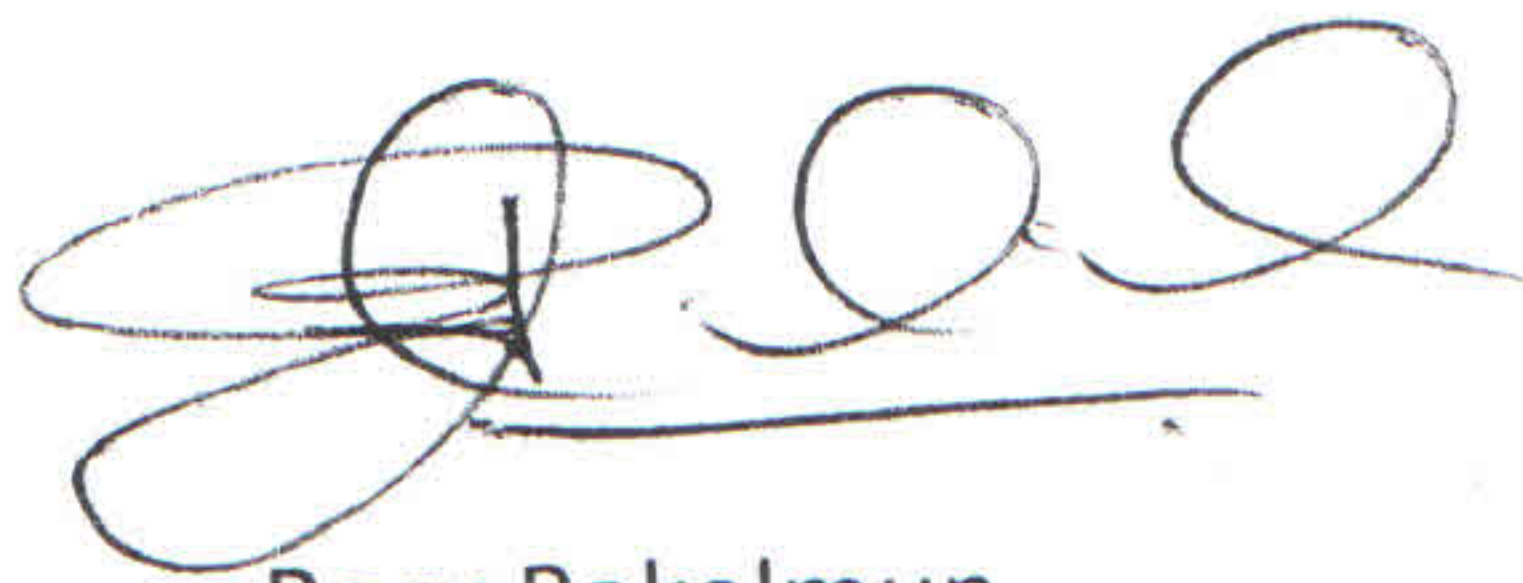
To whom it may concern,

I want to express myself in writing to both RBC insurance and Tristar Disaster Recovery Inc., how happy I am with both of you.

When I first saw the water in my basement after coming from work, I was devastated. A call was made to Tristar Disaster Recovery and within 40 minutes they were at our home and immediately started removing the water. I was offered RBC's own preferred contractor, but refused because Tristar completed their job quickly and professionally. They put our home back to its original state in less than 2 weeks.

I am very happy with how RBC and Tristar handled my claim. I would recommend Tristar to anyone in need of Disaster Recovery. They're knowledge and staff makes them an excellent choice.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rory Bakelmun', with a stylized flourish at the end.

Rory Bakelmun