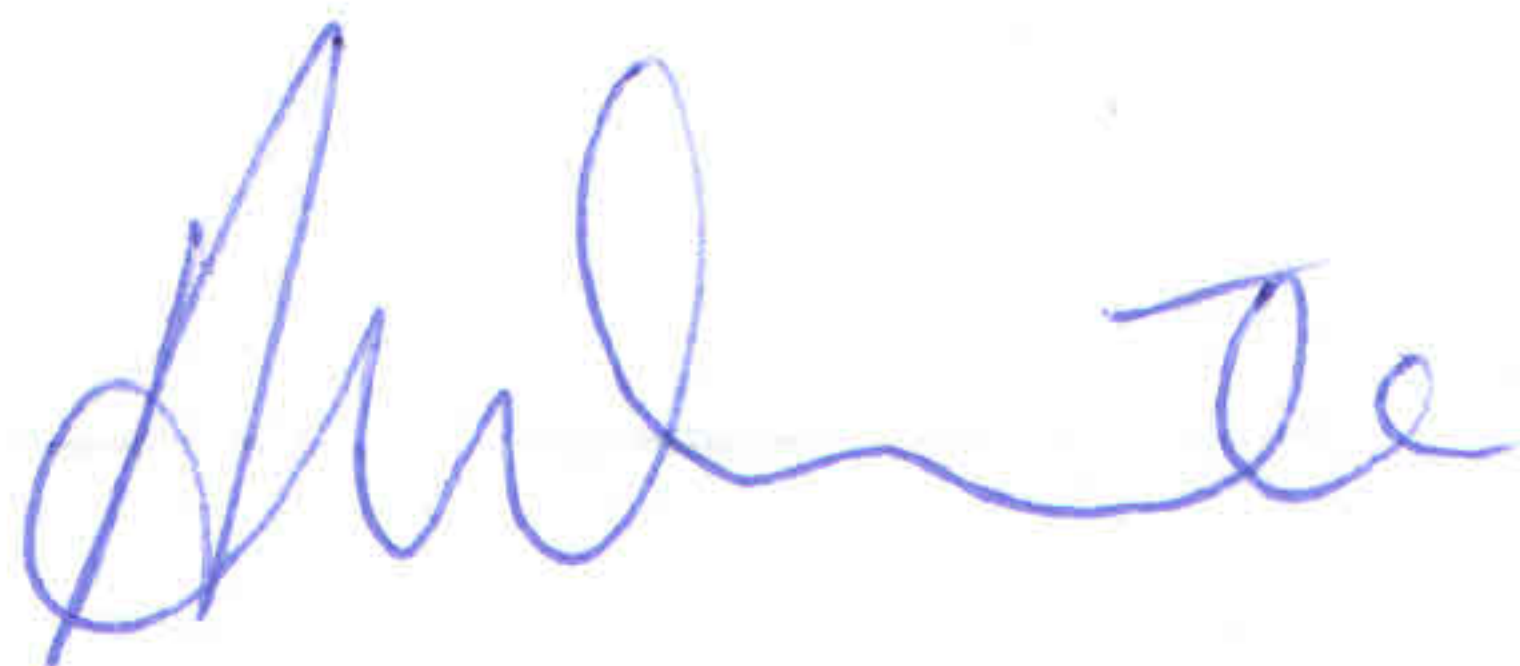


19<sup>th</sup> May 2011

To whom it may concern,

After a disastrous move from the Caribbean in which much of my furniture and goods were either broken or covered in mold or both, a Disaster and Restoration firm – Tristar ,Hamilton Ontario-were asked to assist.

I have nothing but praise for this team. They were on the site promptly, extremely caring and conscientious. They made me feel as if they really were concerned and distressed by the damage. They liaised well with the insurance person Ms Pappas in Vancouver (who incidentally was also amazingly helpful and patient)They went the extra mile even helping me get and assemble a piece of replacement furniture. They worked exceptionally long hours and were always cheerful. They gave me the impression that nothing was too much trouble. Getting the job done is one thing. It's technical and many people can do it to varying degrees, but the consideration and caring this team showed is exceptional and they made probably the worst move I've ever had manageable. I've moved internationally a lot and never had such service before.



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