

July 23, 2012

Ned Gardner  
State Farm Insurance  
4454 Van Nuys Blvd, Ste 201  
Sherman Oaks, CA 91403-5733

Dear Ned and Karen:

Thank you for your assistance in our recent claim following the flood in our home. We were at our wits end the first several hours until we spoke with you about the claims process and, at your suggestion, contacted Corey Kling of Kling Family Construction.

Corey happened to be in the local Kling Family Construction office, so shortly after a brief phone conversation he arrived at our home and quickly assessed our situation and advised us of the corrective steps that needed to be taken whether by his teams or any other reputable contractor. We checked a few references and decided Corey was the right contractor for us.

From the very first day until every bit of work was complete Corey was extremely knowledgeable and pleasant to deal with. He kept us informed throughout the project, made suggestions when we asked for input but never pressured us on any of our decisions. He was always easy to contact, he set realistic expectations and met the expectations within the agreed upon timeframe. All members of the crews on his team demonstrated professionalism and were very flexible in accommodating our needs. Throughout the entire project we felt confident that our home and belongings were safe and in good hands as there were many times when we could not be present while the work was underway. We have had many prior experiences with various contractors in the past but Corey was the first contractor to unfailingly keep commitments each and every time including his crews showing up on schedule, performing expertly while respecting our property and keeping a clean and safe work area.

Corey's extensive experience was also helpful in dealing with claims process and with our home mortgage holder. The water moisture removal and repair of our floors and walls began on April 24<sup>th</sup> and was completed by the end of the following week with State Farm issuing payment on our claim on May 4<sup>th</sup>.

We were so impressed in working with Corey that we decided to complete some home improvement projects that we had been putting off because of our dread in having to deal with other construction crews. Corey gave us a bid that was within our budget and quickly dispatched his team to complete remodeling of our kitchen and three bathrooms with minimal displacement of our daily routine.

We highly recommend Corey Kling and Kling Family Construction to any home owner in need of high quality repair and/or remodeling by a professional.

Sincerely,

A handwritten signature in cursive script that reads "Thomas Marciano". The signature is written in dark ink and is positioned to the left of a large, stylized flourish or scribble.

Tom and Donna Marciano  
Lake Sherwood, CA 91361