

1/14/2015

National Home Insurance Company
One Denver Highlands
10375 E Harvard Ave, Suite 550
Denver, Colorado 80231

REF: Phillips Structural Defect Claim AL043326-01
4478 Crossings Ridge, Hoover, AL 35242

We would like to thank your company personnel at NHIC for their outstanding customer service administered throughout the process in filing our 2-10 Warranty Claim. Starting from the initial contact to obtain necessary information and forms (Patrick Graham & Eric Villarreal), the payment process and keeping us informed every step of the way (Kathy Holt & Roxanne Holmes), and processing the claim (Walter Johnson - Claims Representative). They were all very professional and informative through every step. To our surprise it was a pleasure and the process was seamless during all phases. Also, the structural engineer Joel D. Wehrman, P.E. was very professional and thorough in his analysis and provided repair recommendations that we believe fully addressed the issues.

We would also like to commend the company that actually did the repairs - PDQ Enterprises, Inc. We would like you to know for future reference that this company did an excellent job. Chuck Sensabaugh worked above and beyond in every aspect to insure customer satisfaction for the client (us) and for NHIC. He coordinated work dates that accommodated our work/vacation schedules, and he kept us informed before and during all phases of the construction process with pertinent details. The construction crew/personnel were all excellent in workmanship, timeliness and very courteous through out the process and made sure everything was cleaned up to our satisfaction. Every person went above and beyond our expectations. Also, the masonry work performed by PK Masonry (Pete Krivanek) was exceptional! You cannot tell where the brick was removed and replaced, which indicates his remarkable workmanship. He also made sure the work site was completely cleaned above and beyond our satisfaction.

Bottom line, everything was so well organized by PDQ Enterprises, Inc. in every detail and great work by each worker involved, it clearly displayed first-rate customer service. We would highly recommend these companies to anyone needing the professional services they perform.

Again, thank you so much for a job well done by everyone involved with this claim.

Sincerely,

Joe and Dee Phillips

cc: PDQ Enterprises, Inc.