



Guillermo Diaz  
7864 NW 200 St  
Miami, FL 33015  
September 5, 2012

Ted Traynor  
Assistant Project Manager  
Mass & Associates  
2101 N. Andrews Ave.  
Ft. Lauderdale, FL 33311

Dear Ted Traynor:

Although this may be an overlooked task, I feel that I must bring to your attention the outstanding customer service I receive by your representative, Agustin Perez.

I am, of course, very delighted to have had the pleasure of working with Mr. Agusting during my recent Chinese drywall remediation. His professional and courteous attitude, expert knowledge, and patience in handling my specific issues were very important to my family and I customer satisfaction.

I am active Building Inspector and President of the 21 Construction Group company and I rarely see a construction company representative with the professional attitude that Mr. Agusting deal with this complicated task. Mr. Agusting ensured that my family and I received the best customer in all the remediation process. This is one less concern for me and I am deeply appreciative of his assistance and support. While I know that he has more project like mine, I feel like Mr. Agusting treated my affairs with the utmost importance.

Before the remediation started, I felt that the contractors were not sensitive to my needs and provided the quickest and most convenient solution to my problems from their perspective. But not in this case. Mr. Agusting handled my issues as if they were his own, and I am completely satisfied. I am sure you will understand my position, and I hope that you will pass the thanks on to him and I will recommend his company for any incoming job that I may have.

Sincerely,

Guillermo Diaz  
President of  
21 Construction Group.