

13 August 2009

Nate Smith
Property Claims Solutions
4655 Nicols Road # 202
Eagan, MN 55122


Dear Nate,

Earlier this summer my wife and I had the good fortune to work with Tom Worm of your staff at POS. Thanks to Tom's extraordinary determination and maneuvers we now have a new roof -- impressively installed by one your roofing crews. Fabulous work!

This note is to thank you and your colleagues for an excellent job -- and in particular to highlight the outstanding efforts of Tom Worm.

Tom had to overcome a series of barriers from State Farm to get our claim. In the process he visited with us several times, met with insurance representatives, and followed the case with intensity until it finally went our way. I was impressed by his work and suggest that he be commended.

Respectfully,



Steve Soderlind

Customer

Home owner, 5871 130th St. Court, Apple Valley 55124
Professor of Economics, St. Olaf College