

July 9, 2013

Sherrie Hansen
Sherrie Hansen State Farm
118 W 200 S
Cedar City, UT 84720

Dear Sherrie,

I have finally had a moment to sit down and write a proper letter to thank you for the handling of our frozen pipe and basement flood claim from earlier this year.

It was a complete shock to be out of state and have a neighbor call and say, "I was walking past your house and you have a big water leak."

Thankfully, Jason and Roy at Ally1 Disaster Solutions were able to come right out when neither ServPro or Servicemaster were going to be able to come for several DAYS!!! I heard it was a really bad freeze and all the companies were super busy, but several days? Yikes.

When I arrived home the next morning they had already removed all of the wet carpet and had dryers and dehumidifier machines drying out the damage.

I was so relieved to have had such quick and complete response, especially since my husband was not able to return with me right away. Jason and Roy went over the entire remediation plan and then the repair plan so that it was clear what would be done and that it would be good as new!

John, your adjuster, came within a day or so and got the claim into your system right away. The representative who handled my personal property claim was also very helpful and friendly.

Once the repairs started, Jason and Roy were very accommodating to my crazy schedule and Eduardo, their foreman, did an amazing job on the work, especially making the drywall cut aways invisible! You'd never know all the drywall in the basement had been cut out 3-4 feet up the walls!

The subcontractors for the bathrooms and cabinetry did great jobs as well. Of course, everyone already knows Glen, from Pioneer Flooring, right? Anyway, he did his usual great job with the floor coverings. It was nice to know that Ally1 works with good subs.

Thank you again for getting us put back together and for everyone's great work on this claim.

Sincerely,

Stacey Burns