

June 29, 2009

Wendell Wallace
State Farm Insurance
520 Maryville Center Drive
St. Louis, MO 63141

On Tuesday, December 30, 2008 our large artificial Xmas tree caught on fire, smoldered and smoked our whole house and everything in it. The Pacific Fire Department was immediately called, along with our State Farm Agent, Jim Sorter. Jim's agency took the matter immediately and within 1-1/2 hours Premier Restoration Services were here boarding up blown out windows, assessing the whole situation, and offering words of encouragement, hugs and reassurances. Premier was an absolute lifesaver!!!!

The next morning the whole crew was here to start packing us out, brought heaters, etc. The whole company worked so well with us and for us with our adjusters, the sub-contractors, and everyone involved during this four (4) month ordeal. They were, and still are, readily available for us anytime we needed them, had a question or just needed a friendly face or hug! The Premier people have become a real part of our "Family". I don't think we would have made it through this devastating ordeal without them!

We really believe and would tell anyone that Premier Restoration Services should be the FIRST Company that State Farm should call when there's a situation/s like we had. So many of our friends have said the same thing and hope if anything like this would happen to them that Premier would handle their claim.

Also State Farm should know that all of the adjusters we dealt with through this were the best - I can't recall the first adjuster who came (Mark I believe and another later), Susan Vickery and Maria Snyder!!! Again, working with them made it all so easy!!!! What a caring group of people - you have the best!!

As you can tell we are Premier's biggest fans along with Susan and Maria! Please consider using this company as your first people to call when any emergency arises. If you have any questions or need more information, please contact us!

Curtis & Rhea (Cindy) Noble
962 Country Lane
Pacific, MO 63069
636-271-5222

Claim #25J274833

Sincerely,

Cindy & Curt Noble

cc: Premier Restoration Services
Susan Vickery
Maria Snyder
Jim Sorter