

RAYMOND AND KATHLEEN

Lavallette, New Jersey

July 29, 2013

SCOZZARI Builders Inc
Mantoloking, NJ

Attention, Len Scozzari

Dear Len,

My wife Kathi and I want to express our appreciation for the work your group performed on the restoration four home after the catastrophic damage caused by super-storm Sandy.

When our home was devastated, so were we. It was a time of enormous stress, living out of suitcases in unfamiliar places and great uncertainty about the future. As we struggle to find the right contractor we were fortunate to have come into contact with your firm. We had no prior experience so for us it was a risk. But it wasn't your competitive pricing that sold us; it was your concern and empathy for all our issues as well as the integrity of your prior work elsewhere in New Jersey.

Plus, on a personal level, we felt we could put our trust in you. I realize that it sounds corny but on such things decisions are made. And we were not disappointed, as experiences will attest:

- There was always a Scozzari representative here on the premises, on a continuous basis, all the while tradesman were coming and going performing all nature of work.
- Our keys were never let out anyone else and care was taken on the timely completion of work.
- All materials used and all craftsmanship employed were of a high quality.
- Simultaneous projects were all accomplished in a timely manner with quality results.
- If there were any misunderstandings or miscommunications (as happens on any project), problem resolution was extraordinarily made easy as there was always straight access to you or a qualified agent of your firm.
- Everyone was extremely prompt handling any issues that arose.
- All Scozzari representatives were highly professional, regardless of age or level

Kathi and I are very happy and pleased with the outcome. You made a trying experience as hassle free as was possible. These things do not show up on an invoice or financial statement, but they make all the difference in the world. Thank you very much!

Sincerely,

Ray and Kathi