

MICHELLE & MICHAEL STRANIERO

November 13, 2001

Mark Conlon, Staff Claim Analyst
Allstate Insurance Company
New Jersey Homeowner Center
PO Box 671
Lambertville, NJ 08530

Dear Mark,

Just a note to let you know how pleased we are with the handling of our claim at the Roger's residence.

Also, thank you for the referral of G.W.S. Contractors, Inc. to handle the remediation process. G.W.S. handled the project in a very professional manner from beginning to end. At no time did we doubt our safety in the house while they were performing the work.

The on-site project manager, *Colin Kelly*, was always very knowledgeable and courteous throughout the entire process. Colin, and his team (*Bill, Vinny, Dennis, Rick and Pedro*) kept us informed to the progress and were very receptive to any questions or concerns we had. In addition, they were very considerate to our neighbors who also were inconvenienced during this project and took all necessary steps to ensure that all parties' concerns were addressed and handled in a very efficient manner. In short, they did an outstanding job.

Thank you for your effort and coordination in this matter.

Sincerely,



Michelle & Michael Straniero

cc: G. W. Schurig, President, G.W.S. Contractors, Inc.

E. A. Davis, Vice President, G.W.S. Contractors, Inc.

Colin Kelly, G.W.S. Contractors, Inc.