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September 13, 2011

Ronald Rhoades, President  
Rhoades Environmental  
504 7<sup>th</sup> Avenue NE  
Rio Rancho, NM

Re: Rhoades Environmental

Dear Ron:

I wanted to take a moment to thank you for all of your help with the recent difficult claim that you and I were involved in. I suppose that I should also apologize for calling you on this one as I am sure that it definitely had its frustrating moments.

Finding myself with the need of a company to perform environmental testing in the Albuquerque area, I called a couple of different contractors and both highly recommended Rhoades Environmental.

From the outset, I found you to be very accommodating and ready to resolve the various problems that were thrown your way. Every task was performed timely and your willingness to take the time to explain the process to the claimant went a long way in assisting our ability to settle the claim.

Thank you for your help on this claim and I look forward to working with you in the future.

Sincerely,

Scott Towns  
Sierra West Adjusters