

Jill [REDACTED]  
[REDACTED] King Richard Ct  
Rosedale, MD 21237  
December 1, 2011

Todd Coleman  
Owner  
Basement Waterproofing Tech  
208 Leslie Ave  
Baltimore, MD 21236

Dear Todd:

I want to take this opportunity to bring to your attention the excellent customer service I received by you and your staff at BWT.

I am, of course, very delighted to have had the pleasure of speaking with you during my recent calls/visits during October and November regarding my basement problems. Your professional and courteous attitude, expert knowledge, and patience in handling my specific issues were very important to my complete customer satisfaction. I really had a mess on my hands regarding my basement issues, giving me a stressful situation for many months. After being referred to you, you were able to diagnose my problems, walk me through them every step of the way, and provided a solution to me for all of them.

I am also very pleased with the professionalism, attitude and friendliness of the crew you assigned to my job (Matt, Bob, Carlos and Tyrone). These guys wound up being in my home for 5 days and answered every question I that I needed to know. They were knowlegable, honest, considerate and extremely hardworking!! I honestly can't say enough good things about those guys. My family who were present during those few days felt the same way. Thanks for providing me with a great crew who got the job done! I also want to thank Christine who helped me during the beginning stages of this entire process with scheduling my walk through, providing me with my start date, assisting me in getting a hold of you to answer all of my questions, and just her overall friendliness and reassurance.

It is truly nice to know that honest companies like yours do exist and do your absolute best to work with people. Todd, it was a pleasure to have chosen your company to do my basement work. I thank you for every other little thing you did above and beyond to make sure my experience with BWT was a rewarding one.

I wish you and your company continued success and if I can be of a reference to you in the future, please do not hesitate to ask.

Again, my sincere thanks for a job well done to all of you! Happy Holidays!

Respectfully,

