

DiGiorgio Roofing and Siding
33 Lancaster Dr.
P.O. Box 126
Beacon Falls, CT. 06403

April 4, 2013

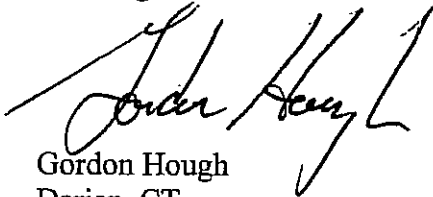
Dear Sir,

I wanted to take a moment and thank you for what I consider to be exemplary customer service. DiGiorgio installed the roof on our home nearly 10 years ago. During the winter of 2011-12 as you well know there were a number of homes that experienced ice damming and other problems. We were among them. After a number of frustrating discussions with our homeowners insurance to address the problem we reached out to you. Your team promptly responded with a site inspection and indicated that they would return shortly to re-roof a section and address the problem and do so at your expense. I was astonished that anyone would stand by their work some 10 years after the fact. The crew showed up last week and went about their business quickly, cleaned up after themselves and left before I had a chance to thank them. The following day your office called me to see if I was satisfied with the follow up and I shared with them my delight.

We haven't had a significant storm to really put the repair to test but I suspect it will be just fine and if there is a problem I have little doubt that it will be addressed promptly and professionally by DiGiorgio.

Thank you for your superb, courteous and professional service. I would be delighted to act as a reference for you at any time.

Kind regards



Gordon Hough
Darien, CT.