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Above & Beyond Home Inspections, Inc.
Attn: Mr. Todd Schwalbe
7018 Curlew Rd.
Sarasota, FL 34241

September 14, 2004

Mr. Schwalbe:

I wanted to take the time to write in order to thank you for the incredible service you provided after the devastation caused to our home due to Hurricane Charley.

As you know, an adjuster from my insurance company visited me two weeks after the storm. Being a neophyte in the field of insurance claims and having little knowledge of the principles of home construction, I took his word as to the extent of the damage. In fact, an estimate in excess of \$29,000 seemed to be a great sum of money, considering the \$70,000 I originally paid for my home! While bragging about the perceived windfall to a colleague of mine, Christopher Lovegrove, he suggested that I contact your company for an impartial inspection of the damage.

When you and Steve arrived, I was very impressed by your professional demeanor. I was even MORE impressed once you began to work! I can't imagine, between the two of you, that there was a square inch of my home that was not poked or prodded.

Armed with your final report, I approached my insurance company with the TRUE appraisal of the damage sustained to my home. Thanks to your hard work, the repairs are well underway, to the tune of \$49,000! I will most certainly be recommending your services to my family colleagues and friends.

Sincerely,

E. Scott Heinis