

July 12, 2011

Jon Pence  
Pence Brothers Siding  
3101 N Jackson Blvd  
Uniontown OH 44685

RE: Your Prompt Response

Jon;

I feel compelled to write a quick note to express my profound amazement at the excellent customer service I received from you today!

I called you in the early afternoon concerning a piece of fascia and a section of soffit that had been ripped off during the violent rainstorm yesterday. Knowing that this is your busy season, I did not expect a quick response but you said you would have someone over to make the repair within the hour. Sure enough, one of your guys arrived about forty-five minutes later and made the repair in less than ten minutes!

Your company did such an excellent job on the complete siding installation on my home after the hail damage a few years ago I should not have been surprised at your outstanding customer service. That is a very scarce commodity nowadays.

I have recommended you to some friends and acquaintances and will continue to do so in the future. You are a true gentleman!

Thanks again,

R M "Chuck" Conring  
Conring Automation Services  
Akron Ohio