

November 27, 2007

Basloe, Levin & Cuccaro LTD
126 Business Park Drive
Utica, NY 13502

To Whom It May Concern:

First let me say that I am sorry this took me so long to write.

I just wanted to tell you how happy I was when we made the decision to hire Richard Smith when we had a pipe burst in our house. He took care of every little detail for us, he found us a place to stay for the 10 weeks that we were out of our house. He made all the phone calls to get our home up and running. His staff was nothing short of spectacular. They were very friendly and personable; they took the time to explain each detail to us. Richard always called when he said he was going to call, even if he had nothing new to report. He just always wanted us to know that we were important to him. Richard's staff made a terrible situation bearable. They moved quickly and accurately.

Having a loss in your home is very stressful, we are very thankful that someone told us about Richard Smith.

We would recommend anyone to Basloe, Levin & Cuccaro LTD, and hopefully we will never need their services again but, if we do we will be sure to contact Richard Smith.

Sincerely,

A handwritten signature in cursive script that reads "Lori & Matt Grems".

Lori & Matt Grems
707 Pauline Ave
Utica NY 13502