

# The Plaza Homeowners Association

4683 Albany Circle; San Jose, CA 95129  
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April 4<sup>th</sup>, 2011

Mr. Dale Seiber  
GETAMOLDTEST.COM

RE: The Plaza HOA; Letter of Appreciation for Outstanding Service

Dear Mr. Seiber,

On behalf of all of The Plaza residents and The Plaza HOA, we extend a grateful thank you for the outstanding service your company has provided us. We were tired of the insanely high prices and slow service received from another prominent local competitor. We were definitely surprised when the greatest benefit to giving your company a chance was not just prices being literally half of the competition but turnaround time was faster and the service was more personal. This means a lot when you have a resident who doesn't have access to a room in their house while waiting for lab tests and environmental reports.

Another comfort is I never feel like I'm being upsold. We get exactly the right amount of service for the job and our insurance has never second guessed your work or prices. The ability to work with other contractors involved in the water intrusion and mold damage process is a huge plus as well and means that repairs can be coordinated quicker and homeowners have less inconvenience.

There isn't a single job where I or a resident hasn't been 100% satisfied with the work you and your company has performed and I cannot say that about any other contractor here. I would not even entertain a free lunch from one of your competitors even if Kobe steak was involved! Your company is setting the standard for MOLD TESTING in San Jose and The Plaza HOA is a loyal customer. Thank you again for your dedication to your company and our property.

Sincerely,

Kris Kundmueller  
Community Manager  
MB Homeowners' Management Inc.