



Conway Presbyterian Church

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██████████, Pastor
GEORGE SPAETH

Small Blessings I

HRS License

KIMBERLY CLIETT,

Phone: (407) 2

RECEIVED

NOV 20 2006¹⁰ November 2006

GuideOne
Taylor Ball

Guide One Insurance
1111 Ashworth Road
West Des Moines, IA 50265

RE: 2004 Hurricane Recovery Assistance

Gentlemen:

The purpose of this letter is to express our most sincere thanks for your outstanding assistance in helping Conway Presbyterian Church recover from severe hurricane damage, which happened during the catastrophic hurricane season of 2004. We sustained our damage starting with a thunderstorm microburst in late August of that year, followed in quick succession by Hurricanes Charley, Francis and Jeanne, after which our little church was left reeling from the serious damage we received.

As we recently concluded all of the paperwork closing out our claim with you, we felt it was timely to write you and let you know of the outstanding support we received from not only your staff, but from the Taylor Ball folks as well. We entered into a construction management agreement with your joint venture partner, Taylor Ball, and are absolutely delighted with the superb support they provided to us over the approximately 18 months it took to recover our church facilities. Tommy Lundberg, President of Taylor Ball, made sure that our needs were met by assigning Steve Liker, as our on-site manager, a gentlemen who went the extra mile to insure that we received absolutely top notch construction. From the Guide One Staff, Nordé Battle was our support contact, and despite having a myriad of Florida problems to attend to, always had time to help us with the intricacies of invoice/claim filing. All of these gentlemen were instrumental in enabling us to get complete and timely support construction and repairs finished at the earliest possible time, allowing Conway PC to keep hurricane related costs to a minimum. Our heartfelt thanks to Steve Liker, Tommy Lundberg and Nordé' Battle for being there when we needed them and looking out for our little church.

We are delighted with the service we have received from Guide One Insurance over the past forty plus years that we have been your client, but want you to know you and your folks have gone well above and beyond the norm to help us and we really appreciate your efforts.

Sincerely,

Phyllis Cornell
Clerk of the Session

CC: Central FL Presbytery
Tommy Lundberg, Pres., Guide One Taylor Ball Construction Services,
6100 Thornton Ave, Suite 200A, Des Moines, IA 50321

Conway Presbyterian Church Orlando, FL

