

FIRST BAPTIST CHURCH

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Garvin, Oklahoma 74736

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June 07, 2001

Guide One Insurance Company
1111 Ashworth Road
West Des Moines, Iowa 50265-3538

To Whom It May Concern,

As a pastor and church builder I have not, during my forty years of ministry, been as pleased by the service of a support entity such as yours. I was not at all sure of what difficulties faced my small congregation when we contacted your office to report the damage to our sanctuary. Let me say first off that all my fears were ungrounded. From the first agent I contacted I was assured that we had made a wise decision in choosing your insurance company.

The contractor was Eric Johnson of Taylor-Ball Construction Company. The foreman was Bob Richards, who never ceased to impress me with his dedication to our best interests. Courtesy and hard work earned Bob a special place in the hearts of my congregation.

Another church in our county is still waiting for construction to begin on their sanctuary while ours is ringing with the sounds of worship. At my earliest convenience, I plan to pass your name and this testimony to that church.

When I first discovered the damage to the trusses in our sanctuary, my heart sank. I knew that we were very fortunate the roof had not fallen in on us. When I was told what Taylor-Ball would do to repair it, I was shocked. Then I was told we would be back in by Easter. That would be less than two months. The auditorium would need to be emptied of all furniture and the roof removed layer by layer and the trusses replaced. The fine beaded ceiling which we loved so much would be scrapped. Mr. Richards assured us that everything would be replaced exactly as it was originally. When everything was done, I was amazed at the flawless reproduction. I was amazed even more when told that new carpet and an entire new roof covering was included. More damage was found in the education section of the building and was also repaired.

In light of all that was done and the speed with which it was finished, "Thank you" seems woefully insufficient. We have had this insurance for almost nineteen years and our association has only begun.

Sincerely,

Rev. Jeff L. Smith, Jr.

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