



June 17, 2010

GuideOne & GuideOne Taylor Ball
1025 Ashworth Rd Suite 300
West Des Moines, IA 50265

To whom it may concern:

My name is Mark Rudd and I am the pastor of First Missionary Baptist Church in Corcoran, California. On May 11, 2009 our church was damaged due to an accidental fire. Our church was devastated, but our faith was embolden for we knew that our God would carry us through this difficult journey we were embarking upon.

I was immediately contacted by GuideOne and representatives were immediately dispatched to provide support. The first representatives I met were, Ray Hoover, Ed Bowden, and Kirk Jenni. I spent a great deal of time with Ray and Ed those first few days and I have to say they put me at ease. They were very caring, supportive, and encouraging.

As our project began in earnest, I continued to have regular contact with Ray as he was assigned as our adjuster. I have been continually amazed and thankful that the Lord brought Ray into our project. He has always demonstrated the highest level of professionalism mixed with care and support. Always willing to help no matter what the situation. What a great asset to the GuideOne family.

Another great asset to the GuideOne family is Doug Wilson our Project Manager. I truly believe that God brought both Ray and Doug to our project. Doug was always very knowledgeable regarding the many construction issues that came up during the project. Additionally, Doug possesses the unique quality to bring harmony between the insured, insuring company, and the contractors. Doug was very organized which enabled him to finish the project earlier than expected. I found Doug to be very straight forward and honest. He also demonstrated a wonderful sense of humor. I can't say enough about Doug and what he meant to our project, and more importantly, our church.

On behalf of our church family, I would like to thank the GuideOne family and everyone who help us during this difficult time. We are so happy with the our new facility!
Sincerely,

Mark Rudd
Pastor

First
Missionary
Baptist
Church

1315 Patterson Ave.
Corcoran, CA 93212

Mark Rudd
Pastor

(559) 992-2234
mrudd41@comcast.net