

**First Presbyterian Church  
211 West First St. Monticello, Iowa  
52310-1451**

Rev. Al Polito, Jr.  
319-465-3393 (voice & fax)  
e-mail: al@n-connect.net

July 16, 2009

Dear Guide One Taylor-Ball Staff:

On a frigid Saturday morning, March 8, 2008, members of the Monticello Presbyterian Church watched their church building burn. Fire devastated it basement to spire. Shock was accompanied by profound feelings of irretrievable loss, nagging uncertainty and no small amount of worry. When the fire was determined to be arson the anxiety intensified. The first blow was a tragedy, the second a repulsive travesty amplifying the hurt for folks still reeling from the initial jolt and struggling to process the loss. It was a benumbed group of elders that met with the insurance representative Monday. It was an encouraged, energized and relieved group that left. Yet, we still had no idea how truly GOD blessed us with Guide One/Taylor-Ball.

The representative explained all of the wonderful services they intended to perform and for the following thirteen months Guide One/Taylor-Ball honored every aspect of their promise. Had they merely handed us a check and left the process up to us, we most assuredly would have been utterly overwhelmed.

From the outset it became readily apparent this company, possessed two things we desperately needed; a wide-ranging expertise in all things construction and a spirit of genuine servanthood. We were assigned project managers for the entire period; men who kindly, patiently and knowledgeably shepherded us through the reconstruction. They handled every, and that is every in capitol letters, aspect of the rebuild. Nothing shocked, surprised, disappointed or derailed their efforts. Problems and setbacks were merely challenges with various solutions at the ready. There was nothing they weren't able to competently, and satisfactorily resolve.

Working seamlessly with our pastor and the Session, they became friends and trusted advisors who sat with us through countless meeting to explain, teach and sincerely listen. There seemed to be no end to their compassion, patience and skill. Daily Guide One/Taylor-Ball folks demonstrated a unique proficiency in tackling the burdensome task of rebuilding. It seemed so simple for them; Contracts, contractors, sub-contractors, bonding, purchases, resources, etc. They spoke the language of construction and became our translators. It was their landscape and they navigated it with incredible ease.

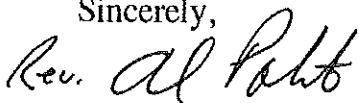
The on-site staff was supported by an equally caring, kindhearted home office. They appreciated our frustrations and worked patiently and lovingly to allay concerns, iron out wrinkles and streamline the efforts to put us back together. The servanthood perspective seems to permeate all levels of Guide One Taylor-Ball. It is clear the management fosters and enthusiastically promotes this attitude. It is equally clear their approach is characteristic of an authentic love of neighbor.

Guide One/Taylor-Ball is a phenomenal company comprised at every level of consummate professionals who genuinely care about people and making them whole. It is rare to encounter a company so dedicated to honoring their word. It is extraordinary to discover one that wears a servant's heart on its sleeve.

We know Our Father guides our steps and led us to Guide One/Taylor Ball. We realize the awesome blessing we have received. Our FATHER always has our hand.

This is our story. On a bleak, frigid March Saturday we suffered a loss. Thirteen months later, on a glorious Easter Sunday we celebrated. Our entire congregation feels truly blessed to have had the good fortune of working with Guide One/Taylor Ball.

Sincerely,

A handwritten signature in cursive script that reads "Rev. Al Polito".

Rev. Al Polito  
FPC Session