

February 25, 2009

To Whom It May Concern:

My name is Darrell Moore. I was the primary contact person with GuideOne and GuideOne Taylor Ball for the past year. Our church, Pine Mountain General Baptist Church in Damascus, Arkansas, was severely damaged by a tornado on May 2, 2008. That afternoon a representative was onsite and also there on the next day, Saturday, with an adjuster. We began the process of restoration at that point. We all worked together to begin the planning process for rebuilding and we also worked on a plan for the cleanup of the damage at that time.

Calvin Mack was the adjuster for GuideOne and we were pleased with the work he did. Our initial project supervisor was Wayne Musil, and he gave us reassurance that things would eventually be better than they were prior to the storm. In a short period of time Wayne was back to his other projects and the new project supervisor for us was Tom Henkels. Tom worked with us to get the church in a condition much more up-to-date and modern than prior to the tornado. Tom worked with my schedule to get the information he needed, and some of the time my responses put Tom on a last minute deadline with the subcontractors. He was very gracious to work with us like he did.

We had a point where the progress seemed slow, and both GuideOne and GuideOne Taylor Ball sent representatives to visit with members of the church. This meeting was very helpful because it reassured us that the project was well within the initial time frame for completion we were given. As it turned out, the project was actually completed somewhat earlier than the original estimate of ten to twelve months. It was completed in about seven months.

We are very proud of the facility we have now. We want to thank each of the people who took part in the rebuilding process, and we are also grateful for the fact that each of the things we were told were things that were proven to be true in the long run. Thank you for your sincerity and your honesty with us. The workmanship has been outstanding, as well as the customer service. Once again, thank you for everything. May God bless your endeavors.

Respectfully,

Darrell Moore

Darrell Moore
Pine Mountain General Baptist Church