



January 18, 2005

RE: Coast to Coast Water Damage & Restoration, Inc.

To Whom It May Concern:

When a sprinkler leak caused a large portion of our upstairs and downstairs office areas to become flooded, we were faced with the question of who to call on a Sunday afternoon in order to get our business back up and running as quickly as possible. We contacted Hayko Aldzhikyan of Coast to Coast, the only company we called who could promise us an immediate dispatch of multiple crews.

Coast to Coast cooperated fully with our insurance company, our building contractor, and Belkin personnel in order to ensure that all of us agreed upon the course of action involved and that this was done with as little disruption as possible. Due to the extent of our flooding, this was a complicated procedure. Mr. Aldzhikyan saw us completely through the process and frequently checked back with us to ensure that there were no loose ends on the project.

I would highly recommend the work of Coast to Coast—they exceeded our expectations in the work that they did and the level of customer service and professionalism they provided. Please feel free to contact me if you have questions- my direct line is 310-604-2211.

Sincerely,

A handwritten signature in cursive script that reads "Donna J. Van Gundy".

Donna J. Van Gundy  
Director of Human Resources

BELKIN CORPORATION