

Stephen Blake
4612 Binford's Ridge Rd
Charlotte, NC 28226
November 18, 2009

White Knight Steamer Inc.
3747 Matthews Indian Trail Road, Suite 700
Matthews, NC 28104

Rocco,

I want thank you for all that you and you guys did for Kathy and me during our recent water heater catastrophe. You and your team exceeded my expectations. During a time when we were stressed due to all of the water in our basement, you professionally took care of the problems and kept me completely informed during the process. You don't see customer service like this very often!

I had used your carpet cleaning services before and was satisfied with the result...but when you have a major problem like we did that Friday afternoon, you really appreciate the manner in which you completely handled the situation.

Thanks again,

A handwritten signature in black ink, appearing to read "Stephen Blake". The signature is written in a cursive, flowing style with a large initial "S".

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