

May 24, 2021

Dear Louis,

I have been a patron of Terminator for about a year. I am extremely pleased with my experience with your company. Customer Service representatives are very knowledgeable, helpful, and courteous. My calls are promptly returned and I am always contacted to set up an appointment for quarterly services. All the technicians I have worked with are very respectful and patiently answer my questions. I am always informed of the service to be performed and the expected outcome of the service. They work efficiently and neatly.

All of your employees have provided outstanding service and Sergio Santiago is no exception. First impressions are important and Sergio was a very positive first impression. He was the first Terminator representative I met. Based on Sergio's professionalism I was immediately convinced that your company was for me.

I thank you for your wonderful employees and the service they provide. I will readily recommend Terminator to anyone. Consider me a very happy and satisfied customer!

Sincerely,

A handwritten signature in cursive script that reads "June Finchel". The signature is written in black ink and is positioned below the "Sincerely," text.