



April 15, 2011

To Whom it May Concern:

My name is Stephannie Dean and I have been an insurance agent for twelve years. My biggest concern within my agency is how my client's claims will be handled. All claims are important, but the catastrophic ones and how they are handled brand my agency either negatively or positively for a long time.

I have referred three catastrophic claims to Crystal at COCAT Fire and Restoration and each one was handled with Expediency and Fairness. Crystal educated each client through the claims process with her knowledge and patience. I now have a system in place within my agency that all restoration claims be forwarded to Crystal directly.

Sincerely,

*Stephannie Dean*

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