

FROM THE DESK OF
CHRIS BALCOM

December 5, 2008
Eric Russell
Master Surveyor

Dear Eric,

I was so pleased with your work regarding the survey on my sailboat that I wanted to take a moment and put something down in writing. Both to express my gratitude and to offer myself as a future referral.

I called a few surveyors, but you were the one that struck me as someone I could work with and someone that understood that different people have different needs with respect to a marine survey. In my case, my main interest was to meet my insurance company's requirement that my sailboat be surveyed for purposes of establishing insurability. You accomplished that quickly and cleanly in a way that made my dealings with the insurance company easy.

Thanks also for taking the time to point out several items that will likely result in improved safety for my family and my sailboat.

My compliments as well on the appearance of the final printed survey package. I was not expecting something so thorough, attractive and well organized. You really know your business.

Feel free to share my contact information as a referral and satisfied customer.

Sincerely yours,

Chris Balcom