

LTC Lawrence W. Hoffman (ret)
2174 Green Springs Drive
Kettering, Ohio 45440
Claim #: 1012119-93A-9-40

29 December 2011

Mr. Brett Bastedo
USAA
9800 Fredericksburg Road
San Antonio, Texas 78288

Subject: Possert Construction Performance

I want to thank you personally for recommending Possert Construction to handle the installation of our roof. They have been wonderful, timely and very professional when dealing with us. They found errors in the installation of our roof ten years ago and took the extra time and effort to examine and correct those problems before they left our premises.

I would like to single out two people on the Possert Team for exceptional service and professionalism (Raul – team leader of the roofing contractors and Jason – Possert’s head construction engineer). The roof was installed perfectly and very timely. While the extra work (rain dams, smoke stacks and woodworking) was installed and completed with exceptional skill.

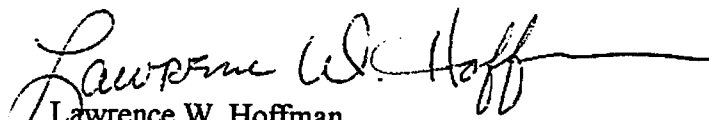
It is our hope that you will continue to use Possert Construction for any USAA work in our area, as they are very professional and a very competent building company, employing extremely high quality employees.

It is obvious why the Dayton BBB lists this company with its highest rating of A++.

When you talk with Jason next please convey our super satisfaction with his dedication to the job and give him a big pat on the back for his skill and help in completing our roof and soffet/faccia work prior to the end of 2011.

Thank you for listening and thank you for suggesting we use the Possert Team to install our roof.

Sincerely,


Lawrence W. Hoffman
LTC USA Retired

CC: Possert Construction Co.
113 Harbert Drive.
Beavercreek, OH 45440.