



MAR 19 2007

Quality Assurance Interview Form

Contractor Name: West Tennessee Restoration	Insured Name: Todd McCarter
Date of Loss: 12/08/2007	Claim No.:
Estimator: John Byrum	Insurance Co.: Nationwide

1. Have you experienced any problems to date?

N

Comments: _____

2. Has our staff been courteous, polite and helpful?

Y

3. Has our staff been on time to scheduled appointments?

Y

4. Do you feel we have sufficiently communicated to and kept you informed about the restoration process, scheduling, and what to expect?

Y

5. Has the job site been organized and clean?

Y

6. On a scale of 1 - 5, 1 being the poorest and 5 being the best, what would you rate the quality of the work performed?

5

7. Are there any suggestions you could give to us that would improve our services?

- a. I don't feel you have to improve anything, I found
- b. John Byrum to be extremely helpful and very knowledgeable on the restoration process and very matter of fact on the repair process, meaning no unnecessary charges

8. Is there any additional feedback you could provide us, or follow up you would like me to perform? N

COMMENTS: I will definitely refer West Tenn.
to anyone who needs your services, keep
up the good work!

Todd