

6 | 2008

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Employees of ABC Seamless,

**What a great group of employees you have at ABC Seamless.**

Upon completion of siding on our home, we had lost our Direct TV. A few days later Josh from Direct TV came out to see if he could locate the problem. Josh discovered the problem to be the cable behind our new siding. Josh wanted to drill a hole in the new siding and run a cable on the outside of our home. You can only imagine the look of fear on my face at this point. Right away I called Randy and explained the problem to him. The solution was to have Brian and his crew come back and run a new cable and replace the siding. When I had gotten off the phone that day with Randy, Josh wanted to know who had installed our siding and where they were located at. After telling him it was ABC Seamless from Cheyenne, his response was: "They have awesome customer service and he has never seen a company so willing to come back out and fix a problem like we had and that usually the company will just take a hit against the Better Business Bureau." As Josh is telling me this I'm thinking to myself "What a great company." I have been through 4 name changes at the bank where I work and have realized over the years that it's not the name of the company that makes it great it's the employees that work for the company that make it great. So, I personally want to thank:

**Randy** – You made an extra trip to Kersey to explain everything again to me when I couldn't be there the first time you meet with James and you handled our Direct TV problem with concern and in a timely manner and have always been so pleasant when I have spoke with you on the phone and for that I thank you.

**Brian and crew** – They did such a wonderful job on our home, were very easy to work with and fulfilled all our special request when they were here.

**Bruce** – Very prompt on returning phone calls and came out the second time with Brian to fix our home. It was nice to meet him.

**Jodi** – Very polite and answered all questions.

Please share this letter with you staff and again "Thank you" for a job well done. We love our new home.

James and Laura Marrs