



January 20, 2026

Dear Brandon,

Did you think that I would be reaching out to you shortly after getting the homeowner's insurance policy situation straightened out for my wife's mom and aunt? I don't think any of us expected the events that followed, but thank God I was able to call you in a time of need.

My wife's mom and aunt faced a situation with their homeowner's insurance company in 2024. After receiving a notice in the mail in October 2024, my in-laws were requested to complete specific actions by November 18th or there would not be a renewal option for coverage of their home. One of the points of concern was the roof, which was odd as it had just been replaced in 2017. Nonetheless, I showed you a copy of the letter and you immediately stated that you knew how to handle the situation. Shortly after, you scheduled a time with my wife's aunt to perform an inspection. Once the inspection was completed, you sent over a report about the condition of the roof and she was able to submit it to the insurance company. With all actions completed, my in-laws were able to renew their policy and everything seemed fine...until it wasn't. On December 11th, literally two weeks before Christmas, my wife receives a call from her mom while we're at the office to tell her that a tree fell through the house.

Thankfully, my in-laws had coverage in place. Unfortunately, the renovations for the house did not get completed until yesterday. Although it took over a year, thanks again goes to Brandon for the renovations that took place. From the beginning you were tasked with replacing the roof. Where things became complicated was when it was encouraged for my in-laws to go with a contractor on the preferred vendor's list from the insurance company. To make a long story short, there was a severe underbidding of the project cost that occurred, the general contractor over the project ended up passing away and the partner who was supposed to take over did not have the resources to even start the job, let alone complete it. Although the roof has been completed for a few months now, I wanted to take the time to thank you again for taking over this project and getting your company, Big House Construction, involved so the interior work that the house needed could be performed and completed. I can't thank you enough for all of your knowledge, work and connections/resources. You helped to solve a situation that became a nightmare.

Sincerely,

Dr. Quentre Shannon

Legacy Chiropractic, Inc.
2258 Northlake Pkwy, Suite 100, Tucker, GA 30084
Office: 770.376.5784 | Fax: 770.376.5789 | www.getlegacychiro.com