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Dear Donna,

Thank you and your team from the bottom of my heart for caring for my client so thoroughly after our recent ice storm.

I can't tell you how heartbreaking it was to receive a call from my first-time homeowner THE DAY AFTER HIS CLOSING telling me through tears that a tree had fallen on his newly purchased home.

Not to mention, this happened a WEEK BEFORE CHRISTMAS. ☹️

While other people were busy shopping, wrapping gifts, and spending time with family and friends, my poor client was having to deal with filing a claim for the very first time, talking with adjusters, and trying to calculate how much of his Christmas budget was going to be potentially spent on home repairs for a home he JUST BOUGHT.

When I connected you on the phone with him, I had an opportunity to see the infamous "Donna Chunglo Mama Bear" in action --- and it was a beautiful thing.

Your pleasant, caring demeanor put him instantly at ease. Your guidance made him feel cared for and relaxed that he was in the hands of professionals. And your entire Escex team's timely response completely wowed him (and me)!

In the end, it was Escex' guidance that actually resulted in him NOT filing a claim (which personally gave me a warm happy feeling as his agent) and even resulted in him having a very reasonable repair bill – home back to new and repairs complete – just in time for Christmas!

Some might cheekily call all of this a "Christmas Miracle" but I see now that this is how Escex operates all the time – you and your talented team really came through and took care of my client speedily and with such great professionalism and I can't thank you enough!

I know what restoration and roofing company I'll be referring in the future and showing them this letter!

With Deep Gratitude,