

## CUSTOMER FEEDBACK REPORT *for* HCI Fire and Water Restoration



### REVIEW

Joey T.  
Rockingham, NC  
Nov 25, 2019



All the work was done professionally and on time.

### REVIEW

Nancy S.  
Rockingham, NC  
Jun 17, 2019



They did a fantastic job. It looks like it's brand new. You can't smell any smoke in the house. I appreciate it even though it took 6 months.

### REVIEW

Ted P.  
Rockingham, NC  
Jun 17, 2019



Great job. Showed up on time and did a great job at the agreed price. Thank you.

### REVIEW

Charles I.  
Rockingham, NC  
May 03, 2019



I would recommend them because they did a great job.

### REVIEW

Ellyn B.  
Rockingham, NC  
Apr 18, 2019



HCI came quickly at a time that they were slammed with requests and performed the job in a professional manner.

### REVIEW

Chuck N.  
Rockingham, NC  
Mar 29, 2019



HCI was very professional. They did a great job, and have always done great work for me in the past!

### REVIEW

Joey T.  
Rockingham, NC  
Mar 06, 2019



I was 100% satisfied with the work

2150 Fayetteville Road  
Rockingham, NC 28379  
(877) 586-2924

### GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, HCI Fire and Water Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of HCI Fire and Water Restoration in Rockingham, NC; Pinehurst, NC; Laurinburg, NC; Hamlet, NC; Aberdeen, NC; West End, NC; Southern Pines, NC; Ellerbe, NC; Cheraw, SC; Maxton, NC; and 14 other cities in North Carolina, Utah, Pennsylvania and South Carolina.

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### REVIEW

Jenelle K.  
Rockingham, NC  
Mar 06, 2019



HCI Fire and Water Restoration was very professional in the workmanship.

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### REVIEW

Damond A.  
Hamlet, NC  
Jan 09, 2019



They were there on time and got me taken care of in a timely manner. I would definitely recommend them to others.

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### REVIEW

Joyce L.  
Ellerbe, NC  
Dec 06, 2018



They are just great and they met all my expectations.

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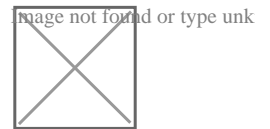
### REVIEW

Shirley J.  
Rockingham, NC  
Dec 05, 2018



I am very satisfied with their work and their timing.

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### REVIEW

John L.  
Rockingham, NC  
Nov 08, 2018



I am very dissatisfied with the company.

Comment from HCI Fire and Water Restoration

Mr. Lassiter thank you for taking time to fill out our survey. During a hurricane situation like Florence we send out a two person extract/inspect crew so we can get projects scheduled you called on the 18th, we responded on the 19th and water was still entering the home after our extraction and demo that day. When we called back the 21st to reassess you let us know our services were not needed. As you stated above you did not want to pay the market rate for the services we performed so we moved onto other clients who were paying.

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### REVIEW

James B.  
Hamlet, NC  
Nov 05, 2018



Great work and addressed any concerns quickly.

Comment from HCI Fire and Water Restoration

Thank you it was a pleasure working with you!

### REVIEW

Rex H.  
Rockingham, NC  
Oct 23, 2018



They were very good. They came in as quickly as they were called. They got started, and I feel like they had a lot to do with saving the floors. We got within acceptable ranges as quickly as they could have.

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### REVIEW

Ellen H.  
Southern Pines, NC  
Oct 21, 2018



Work still in progress.

Comment from HCI Fire and Water Restoration

Thank you for allowing us to help you again! Your rebuild is getting closer to starting!

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### REVIEW

Betty B.  
Hamlet, NC  
Sep 25, 2018



The were very good. What they said, they did.

Comment from HCI Fire and Water Restoration

Thank you for letting us work for you a second time!!

### REVIEW

Seward L.  
Carthage, NC  
Aug 25, 2018



They do exceptional work.

Comment from HCI Fire and Water Restoration

Thank you Linda!

## CUSTOMER FEEDBACK REPORT *for* HCI Fire and Water Restoration



### REVIEW

Quick S.  
Biscoe, NC  
Jul 18, 2018



I am satisfied with this company for several reasons. They did whatever they said they would do and they kept me informed every step of the way. I never had to wonder if they would return my call or if they would show up to work on my house. They were very concerned with customer satisfaction and went the extra mile to ensure that. The quality of their work was great!

*Comment from HCI Fire and Water Restoration*

Thank you Sherrie!

### REVIEW

Hill A.  
Laurinburg, NC  
Jul 09, 2018



They were very professional, timely, and did fabulous work.

### REVIEW

Billy M.  
Hamlet, NC  
Apr 16, 2018



They are very professional and they treated me not like number but a valuable customer.

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