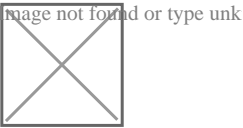
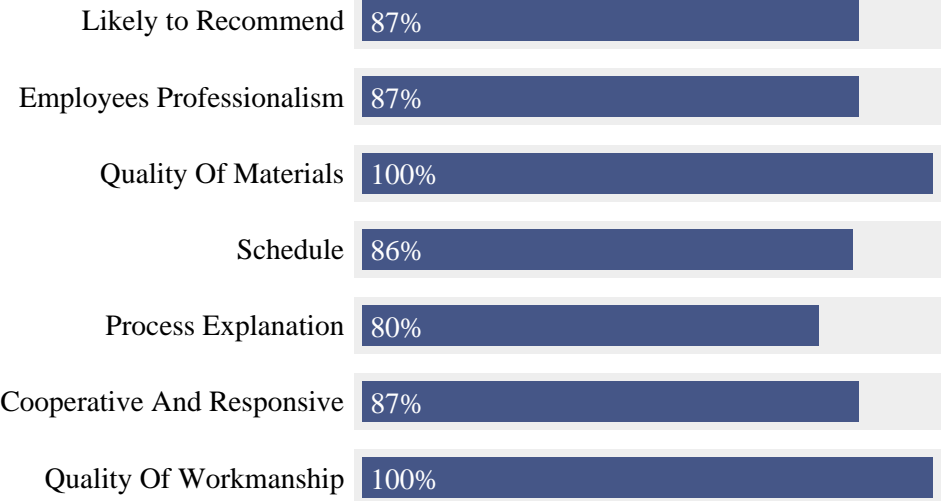


FEEDBACK REPORT for  
**ServPro of Citrus Heights/Roseville/Carmichael**



## Customer Feedback Summary

Of 64 surveys sent, 15 were responded to



701 Del Paso Rd.  
Sacramento , CA 95834  
(916) 966-2601

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, ServPro of Citrus Heights/Roseville/Carmichael relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of ServPro of Citrus Heights/Roseville/Carmichael in Roseville, CA; Sacramento, CA; Folsom, CA; Rocklin, CA; Davis, CA; Woodland, CA; Placerville, CA; Stockton, CA; Loomis, CA; El Dorado Hills, CA; and 16 other cities in California and Oregon.

## Recent Reviews & Published Comments

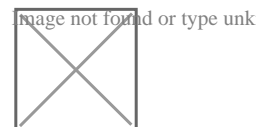
COMMENT  
Additional Comment  
Nov 02, 2015

Allstate was quick, responsive and easy to work with. Monique Becker, our contents adjuster was superb. Despite our loss, the claims adjusting process was a very pleasant experience. ServPro was terrific. They did a great job cleaning our home! I highly recommend the Citrus Height franchise. They really strive to please their customers.

REVIEW  
Peter D.  
Davis, CA  
Oct 09, 2015  
★★★★★

The worst repair job we have ever had. I would never recommend this company to anybody, ever. They need to come back and correct their mistakes. They promised us that they would restore our kitchen to its original condition, but the work they did isn't anything like the original work. Thoroughly disgusted.

FEEDBACK REPORT *for*  
**ServPro of Citrus Heights/Roseville/Carmichael**



COMMENT would tell anyone what a good job they did  
Additional Comment  
Aug 03, 2015

COMMENT most satisfied with contractor and his workers  
Additional Comment  
Aug 03, 2015

COMMENT I loved working with Nathan and Phyllis and the rest  
Additional Comment of the crew. This whole experience of dealing with a  
Jul 14, 2015 fire is a nightmare, but your company has been a  
bright spot in the process.

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