



431 Harding Industrial Drive
Nashville , TN 37211
(615) 833-2273
www.procaretn.net

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, ProCare Solutions LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of ProCare Solutions LLC in Nashville, TN; Murfreesboro, TN; Franklin, TN; Antioch, TN; Brentwood, TN; Goodlettsville, TN; Gallatin, TN; La Vergne, TN; Hendersonville, TN; Old Hickory, TN; and 18 other cities in Tennessee and Texas.

In this report, ProCare Solutions LLC has published a summary of the customer feedback they've received since they joined GuildQuality in May 2017. In that time, 38 out of 114 customers (33%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2019.

ProCare Solutions LLC

COMMENT Overall, I was satisfied with everything.
Additional Comment
Mar 07, 2019

COMMENT I was most satisfied with the expediency and
Additional Comment professionalism.
Feb 20, 2019

COMMENT They are very polite and considerate.
Additional Comment
Feb 20, 2019

COMMENT The clean up process was great and quick!
Additional Comment
Dec 19, 2018

COMMENT I was satisfied with the quickness once they got
Additional Comment started!
Dec 07, 2018

COMMENT They explained it very well.
Additional Comment
Nov 13, 2018



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COMMENT

Additional Comment
Nov 13, 2018

They haven't fallen short of nothing. They have done very well. It's just that I'm 70 years old and it takes me a while to get everything done. All the boxes got here all at one time and I'm not done unpacking them yet. I'm not able to get everything done the way I want it to get done, but it's not their fault. They've done a real good job and they have worked with me. Anytime I called to complain about something, they got someone out there. When my electricity went out for the night, I called Gus and he got someone out here as fast as the electric company. He didn't have an electrician but he got someone right out. I couldn't ask for better people than this. I would recommend this contracting company to anyone. The last one I had was garbage and lied to me. Gus hasn't lied to me one time yet, tells me the straight up truth and that's what I want. They're a good company. Any time I ever have anything happen, I'll call them because I know they'd get it done.

COMMENT

Additional Comment
Nov 13, 2018

I guess I'm most satisfied with the people because he's got a good bunch of people. And the ones that weren't as good, they're gone. I don't know why they left or whatever but whoever left were the ones that should've been done. Their people impress me. They were real friendly, a friendly bunch. Everyone that came out here came with a smile, asked how I was doing, and went about doing their work or whatever. You can't beat his crew. He's put together a good team.



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- COMMENT
Additional Comment
Nov 13, 2018
And Gus doesn't put up with any junk. He's really an honest man, one of the most honest people I've met.
- COMMENT
Additional Comment
Aug 22, 2018
We were completely satisfied and have had no issues so far.
- COMMENT
Additional Comment
Apr 24, 2018
The people were very helpful and tried to work with me to get things changed out.
- COMMENT
Additional Comment
Nov 27, 2017
I was most satisfied with the gentleman from ProCare who was assigned to our account. He is one of the owners and his name is Wayne. He was very personable and really, really caring and concerned about the client's needs.
- COMMENT
Additional Comment
Nov 27, 2017
Everybody was good.
- COMMENT
Additional Comment
Jul 10, 2017
None I am totally satisfied with Pro Care
- COMMENT
Additional Comment
May 09, 2017
Prompt and courteous service
- COMMENT
Additional Comment
Mar 28, 2017
Responsiveness, availability and customer service
- COMMENT
Additional Comment
Feb 09, 2017
I was most satisfied with the thoroughness and promptness of ProCare Property Restoration.



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COMMENT

Additional Comment
Feb 08, 2017

Well, we are all finished on the saga of the broken pipe in the ceiling of our basement..Let me just say that we are 5 Star happy with the total performance of all your team. From the minute we called, it was quick response, accurate diagnosis of the problem, speedy response by the plumber you contracted and fabulous return for the final cleanup...Carpet and area looks better than before it all happened. You did it all without me ever talking to Liberty Insurance. The paperwork was thorough, understandable and nicely reviewed before execution. I knew I could count on you from the first time we met...and you certainly exceeded my expectations. Please share this with all the team members,...nice company..great job.Kind regards,Randy and Susan McDonald

COMMENT

Additional Comment
Feb 07, 2017

Communication and customer service culture. Everything was focus on us. Procare has gone above and beyond to help us get our home back as quickly as possible.

COMMENT

Additional Comment
Jan 05, 2017

Every single person with ProCare was professional, courteous, friendly and helpful throughout an extremely difficult situation. We would highly recommend them.

COMMENT

Additional Comment
Dec 07, 2016

The excellent communication.

COMMENT

Additional Comment
Nov 03, 2016

Procare took care of my needs with in hours, very friendly and easy to work with.

COMMENT

Additional Comment
Nov 03, 2016

Great company, would use the again if the need arises.