

December 18, 2017

Royalty Roofing Co.
2099 E. Tipton St.
Seymour, IN 47274

Attn: Andy Royalty, President

Dear Mr. Royalty,

I would like to take this opportunity to highly compliment Royalty Roofing for the outstanding service afforded my wife and I during the aftermath of Hurricane Irma.

On September 28, 2017, after trying to contact at least fifteen roofing companies, either via telephone and/or internet, Royalty Roofing was the only one with a "live" person answering the phone. I gave this very pleasant person the details she requested and she assured me that someone would be in contact the next day!

Well, to my astonishment, your representative, Jarred Clark was at my residence the very next day. He couldn't have been more professional. He appeared in a company truck and a handout portfolio that was impressive. He verbally introduced your company to us and addressed all our questions and concerns, and believe me there were many, (I asked for everything possible, except for his fingerprints) and truly made us feel comfortable going with Royalty Roofing.

He told us that he would have someone there within 48 hours to "Blue Tarp" our roof. Well, Jason was there the next day (on a Saturday) and did an outstanding job in a timely manner and explained what steps and process would be taken from here on end.

It wasn't long after when the material and the large dumpster were delivered and work was started immediately. I might add that our roof was the first one to be replaced in our development.

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The workers were friendly, diligent, and professional and at times, worked late into the night. They cleaned up the area upon completion and did a great install.

During the roofing process, Aaron appeared on the site to observe that all was going as it should. We appreciated someone from the home office taking a hands on interest and assuring us that all is as it should be. As you can imagine, there were trucks in the area with "magnetic signs" causing us concern.

So glad we had Royalty Roofing Company doing our roof.

Sincerely,



Bill and Shirley Meyers

Estero, Florida 34134

cc: Jarred Clark
Frontline Insurance/Bessy E. Molina
Loss Recovery Specialist