

October 20, 2010

Mr. Thomas B. Fox

McMahon Agency Inc.

2301 George Urban Blvd.

Depew, NY 14043

Tom,

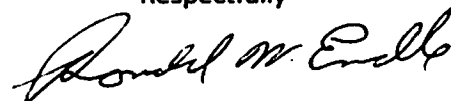
Now that things are back to where they were prior to our water problem of June 6, 2010 when our basement flooded I would like to tell you of the great service we received from our insurance provider Travelers and their Claims Representative Nathan Nowakowski .

During the early morning hours of June 6, 2010 we received a great amount of rain in our area and the sewer system was unable to handle it and as a result we had water back up through our sump hole.

At one point I had three (3) sump pumps working to just try and keep the already several inches of water that covered our entire basement from rising any higher. When the rain stopped and the water receded we had suffered a lot of damage to our finished part of the basement as well as to some of our possessions. After spending Sunday cleaning up as best we could on Monday June 7 I contacted your agency and was advised to call Travelers claim service to see what coverage we had and start the process moving forward. When I contacted Travelers they check my policy and found out, thanks to the foresight of Nick Fox at your agency adding a rider to our policy, that we were covered for this type of event. I was given a local number to contact to have a claims Rep (Nathan Nowakowski) come out and assess the damage. Due to the large area effected by the storm the claims Nathan could not get to us until Thursday June 10, 2010. Promptly on time Nathan showed up and explained what he was going to do and started about his business. After he did his inspection he explained what he found and then wrote up his estimate of loss. When he completed this we sat down and he fully went through what he had found and answered any questions I had. He then presented me with a check for the damage based on the terms of our policy. To say that I was pleased with the service I received would be a gross understatement. Nathan not only was very professional in his duties but very helpful in determine a course of action to get back to normal. He offered a list of several water damage restoration companies and other things to considerer. I chose Serpro of Buffalo – Tonawanda and was very pleased with their service.

You can rest assured that I have told many people about the great service I received both from The McMahon Agency and Travelers and would not hesitate to recommend either for anyone's insurance needs.

Respectfully



Ronald W. Endle