

TLC JANITORIAL

February 28, 2008

Palumbo Insurance Agency
4 West Mill Street
Medfield, MA 02052

Dear John,

It is not often today that I get the opportunity to write a letter of appreciation to a vendor. We hear too often today comments of poor and mediocre customer service. Because of this, I am compelled to share with you a few thoughts. TLC's experience with Palumbo over the past several years has been what I would consider extraordinary.

Prior to attaining Palumbo's services, our insurance needs were ignored. Most of the worries, concerns and decisions relating to insurance were left for ourselves to manage. These worries and concerns have now been taken away. Having Palumbo on our side has enabled us to focus more growing our business and further securing our customers.

I can not say enough about Jim Derick and Chuck Del Sole. Both Jim and Chuck continue to overextend themselves time after time. It is truly amazing how passionate they are about insurance and how compelled they are in making certain they deliver the very best. All of my questions, concerns, and needs are catered to with promptness, efficiency, and most importantly, confidence. It is impressive and evident that Palumbo has encompassed our needs so well because your professional team has taken the added time to understand TLC's operation and the goals which we have established. Palumbo's ability to identify trends and provide industry specific ideas and suggestions, which are critical to our success, is absolutely remarkable.

Palumbo has become an essential ingredient to our company's success. I find it very rare today to receive exceptional customer service that remains consistent day after day. One certainly doesn't have to look far for this exceptional service when working with Palumbo ... it seems to lie behind every phone call, every email, and most importantly, every smile. Palumbo Insurance has much to be proud of. You have a great product, and even more importantly, a wonderful staff to promote it. Thanks again for all you do.

Sincerely,



Mike Gamble
General Manager

