

ThankClark,

We had some spot treatment for several termite conditions on our house in Sunnyvale today and I just wanted to let someone know that the person who did the inspection and scheduled the work was just terrific. He works in your Milpitas, CA office (our house is in Sunnyvale) and his name is Carlos.

Carlos came to inspect our house as one of two termite services we called for inspection and estimates last week. FYI the other company was O\*\*\*\*. Carlos was very friendly and knowledgeable, and immediately recognized the problem areas we were concerned about as well as 2 or 3 other small localized spots. He then sat down with us and described several options for treatment, starting with full-house tenting and fumigation, down to spot treatment of the obviously affected areas. When we said we would rather not do the tenting at this time because we didn't think the problem was that widespread and also just didn't want to go through the hassle of preparing the house, securing food, leaving the premises for a couple of days, etc. He understood our reluctance to do that and explained both the availability and risk of lower level treatments, leaving the decision to us. He left some excellent literature for us to review before making a decision. Part of that was the description of installing a series of traps that would be inspected every 3 months to check on new termite problems, which would then be treated as part of the monitoring program at no additional charge other than the monitoring system charge.

After thinking about it over the weekend and also receiving another proposal from O\*\*\*\*, (much more complicated and at least double the price for comparable work) we decided to go with Clark and Carlos. I am very glad we made that choice.

The treatment work was scheduled for today and another Clark worker named Chris showed up to do the job. He was also very friendly and knowledgeable and went to work quickly finishing the whole thing in under two hours. When he was done, he called me out to the garage to point out another site that Carlos had apparently missed. I told Chris that was surely because during the inspection that corner of the garage was stuffed with boxes and stored items that made it impossible to see. Chris said he would call Carlos and ask him to advice on what to do.

Carlos showed up within two hours, took a look and told us not to be concerned. He said he just needed to drill some holes in the ground and insert some pesticide. After he left he called me on the phone within another 30 minutes and said he had a worker who could stop by this afternoon and take care of the additional area. While Carlos was here he also checked that the monitoring system equipment was all installed correctly and in the right places. By the end of the afternoon, 4:30 or so, a third worker showed up and completed the work according to Carlos' recommendations. He also was friendly, knowledgeable and fast working, but I didn't get his name. Both workers who were at our house today did excellent work including full cleanup afterward. Needless to say, we are thrilled with Clark and your people. If any friends or neighbors ever again ask me who to use for termite work, you can bet I will tell them to call Clark.

We are so glad we picked the "family business."

Please pass on our appreciation to Clark, Chris and the whole Milpitas office. I don't see service like this very often anymore.

Sincerely,  
Bill and Gretchen