

June 27, 2022

Dear Rubin & Rosen,

I personally wanted to write and complement your company for excellent professional services provided to me. On May 25th, 2021, I lived through a major fire in my home. There were no injuries thankfully, but there was quite a bit of fire and smoke damage to the property.

On that very hectic morning, I met an exceptional employee of yours, Bryan Butler. Bryan was very polite and understanding. We walked through the fire damage and he pointed out things that would have to be addressed. I would have never thought of a lot of these things had he not mentioned them to me. His presentation and knowledge of the situation was excellent. I was very impressed and hired Rubin and Rosen to handle my insurance claim with All State.

Immediately thereafter, Bryan was on the phone calling a contractor to the board up and secure the home. Next came an army of people from a dry cleaning company who removed all clothing and material items to send out to be cleaned. I was very relieved to see my belongings in good hands and removed from the home so quickly. The following day, a demolition and packing company arrived. Everybody and all the contractors knew exactly what needed to be done and what their responsibilities were.

The house was entirely uninhabitable so Home Source Corp. made arrangements for temporary housing at a hotel near me until an apartment could be found. This company took care of all the housing payments and needs until the move back to my house. They did an exceptional job. The transition into temporary short and long-term housing was easy and seamless.

Shortly thereafter, I was introduced to James Guercio, your claims adjuster. James must be the absolute best in the business. He methodically noted all and I mean everything, that needed to be fixed or replaced. After our meeting, I immediately knew I made the right decision hiring Rubin & Rosen.

Arc General Contractors reviewed the job and was hired outright. Arc is a family business and their craftsmanship, professionalism and upbeat personalities was remarkable. I truly enjoyed our working relationship. Any after thoughts or changes were always met with a "We Can Do That" attitude. All Arc's sub-contractors were too, masters of their crafts. Electrical, plumbing, flooring, painting were just the best of the best. It was a pleasure working with this family company. Everybody was always on the same page and provided answers to questions that arose.

Well Done Rubin & Rosen! Thank you again for your true professionalism during a very hard moment in my life. I certainly will recommend and forward on your contact information to any person in need of your services.

Very Truly Yours,



Ray T. Towns