

July 1, 2009

Big Bird Tree Service  
401 E. Wheatland Rd.  
Dallas, Texas 75241

Dear Big Bird Tree Service,

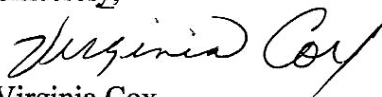
I just wanted to say THANK YOU for the service I have received from you during the month of June 2009. You were truly sent from God to help me.

Beginning on June 11, 2009, during a storm with very high wind, a large portion, about 1/3, of my large Bradford Pear tree in my back yard split off and fell across my fence into my neighbor's driveway. It completely blocked the driveway, making it impossible to get in or out of their garage. Your estimator Bryan Byrum went above and beyond to assist me that day. He had such a sweet spirit and willingness to help me.

Because he was so professional and yet kind and helpful, I decided to use your service again to take the entire tree down before another accident happened. The crew that came on June 23, 2009 was great. They knew what they were doing and got the entire tree down without damaging my fence or my neighbor's house. Then the young man that came on June 24<sup>th</sup> to grind the stump was equally efficient. He explained everything he was going to do and ask if this was what I wanted.

My thoughts were to get several estimates to find the best price, but because of the spirit and thoughtfulness of Bryan Byrum and after asking around, I decided your price was fair and your service would be the best for me. After experiencing the rest of your great crew, I am glad I made that decision. Thank you again for your service.

Sincerely,



Virginia Cox  
7121 Lo Chalmers Lane  
Garland, Texas 75043