



Testimonials Speak for Themselves

JIT is a service company!

As is usually the case for most businesses, the customer is quick to let us know when we mess up. Conversely, they say little or nothing negative: a good indicator that they are ok with what we've done for them but far from confirming for us that we were able to 'wow' them with our efforts.

We have been fortunate that a number of our customers have been inspired enough to let others know that JIT does good work. Writing a testimonial about us goes a long way towards confirming for us that we are indeed running our business as we intended to. They also go a long way towards building confidence in those who might be considering JIT's services.

What follows are a number of letters that have been sent (sometimes indirectly) to us. We've removed any identifying information but have maintained the integrity of what people have written. If you're interested in speaking with any of these individuals, please contact us at: info@jitottawa.com, provide us with your name and address and we will be pleased to try and arrange a telephone interview for you.

Sincerely,

The JIT Team

 : 613-720-6743
 : 613-834-2021
 : info@jitottawa.com

5929 Jeanne D'Arc Blvd.
#229, Orleans, ON
K1C 7K2





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April 24, 2007

Peter C.
Staff Claim Representative
Allstate Insurance Company of Canada
27 Allstate Parkway, Suite 100
Markham, ON L3R 5P8

Re: Claim: [REDACTED]

Dear Peter:

My wife and I would like to express our appreciation for the way Allstate dealt with the unfortunate disaster following the storm of July 3rd, 2006 in Orleans.

We would like to thank you personally for the attention you have given this matter. Although many of your clients were affected by the storm, you made us feel as though we were your first and only concern. Our special thanks go to Bob Sauve and the staff at JIT. The clean up was quick and efficient – Rick Green and his clean-up crew showed a genuine concern and respect for our personal property.

I would also like to mention Ron G. who was an individual who rebuilt the basement for JIT. We could not have had a more honest and professional individuals. The work was skillfully done as agreed and within established time delays. Bob, Ron and yourself worked out all of the little, and sometimes not so little , obstacles to produce a result that we can certainly live with. Our basement was restored to a state that exceeded our greatest expectation.

Thanks again and it's in times like these that we can definitely appreciate the slogan

Andre G.
Orleans, ON

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ING Insurance
1400 St. Laurent Blvd, Suite 300
Ottawa, ON K1K 4H4

To Whom it May Concern:

For almost 21 years I was one of the thousands of homeowners that never made a claim and that paid their annual insurance bills grudgingly. The more profound always listen to me rant and rave and advised me that it was a good thing to have “just in case”.

Earlier this year, more than can be expressed in this letter, this certainly became the case.

I am from Ottawa, Ontario and this past spring, the Orleans area was victim to an unprecedented rain fall and as a result, thousands of homes were flooded....including mine.

We arrived home several hours after the deluge and to our horror the basement was totally devastated. Panic set in and the worst case scenarios started going through my head. At first we thought we could handle it ourselves but it was not long after we started removing content from the basement that we realized that the damage was far too extensive to continue. It was at this time I placed my first call to ING.

Understandingly, your operator told us that you had received numerous calls and that we were to find and acquire any help needed to get the cleanup process started until such time as an adjuster contacted us.

Several calls were made that evening but again surprisingly all ‘crews’ were busy already. It was at this time that I contacted my insurance broker for guidance. Within minutes of making contact, he referred me to a company called JIT Remediation & Restoration Inc.

Within a couple of hours JIT was onsite and the clean up began. Robert Sauve and Rick Green from JIT were quick in explaining to us that they were not on ING’s preferred contractor list and that I was not committed to using them beyond the clean up phase. Having had them referred to me by my Broker, I asked them to proceed with the clean up and would decide what to do for the next

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phase....the reconstruction.

I should also state that it was at this stage that we started feeling relief and our levels of anxiety were starting to dissipate. JIT took the time to calm us down, explain the process and reassure us that as desperate as the situation may have appeared, both ING and JIT were committed to restoring our lives as quickly as possible.

I could continue this long winded letter detailing the events leading up to present day but in the interest of time, I will go directly to the point of what I'm trying to say.

Thanks!

Impressed by JIT with the first stage, it was an easy decision to proceed with them until completion. After several months of work, our house is back to its original state. I for one, would recommend both ING and JIT to anyone who asks. From a contractor standpoint, they were extremely helpful from an emotional perspective and this was only surpassed by the quality of work, their efficiency and respect for our biggest investment...our 'home'.

If not already being considered, I would certainly stand for and support a decision in making JIT a preferred contractor. It is my personal opinion that together, you are a winning team.

Sincerely,

Guy C.
Ottawa, ON

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Dear Mr. Green:

Now that things have dried out and our life is getting back to normal, I wanted to take a moment to formally thank you for all the work that JIT Restoration has done for us .From day one of the "flood", you were on the scene making sure that things were being taken care of in a timely manner. From removing water sodden area rugs, installing fans and dehumidifiers, organizing all necessary repairs, moving furniture, etc. Every step was handled in with the utmost care and professionalism.

Robert Sauvé, you and your crew kept us sane throughout this entire ordeal with your extremely efficient handling of every detail.

A simple thank you does not seem adequate enough for all that you and your company have done for us.

Please know that we feel very, very grateful and fortunate to have had JIT Restoration work with us throughout this entire ordeal.

Regards,
Grace and Waldemar P
Ottawa, ON

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Greg Stephens
National Pro Contractor Administrator
Assistplus Claims Service
Allstate Group of Companies

Hello Greg,

I had to pass on a claim & bring it to your attention: it reflects the great work Bob at JIT c703 is doing for us.

Bob is definitely all about the customer service vs. 'only out there to make a few bucks'.

Not only is he friendly and efficient: he goes that extra mile to assist not only the adjusters here at Allstate/Pembridge but our customers too.

Our customer had an air purifier/dehumidifier/humidifier unit which leaked brown water on his light coloured carpet. It is a very large area of carpet & also high end carpet. Bob thought he would be able to clean it. However to save the insured from paying his deductible towards cleaning and to save us money on emergency services, he provided the insured with the products to remove the stain, explained to insured how to use these products & kept in touch with the insured.

It worked, the stains are now removed. Bob is picking up the rest of his products, the insured is very happy & we were only charged the \$75 inspection fee.

It was a win-win situation.

Please see his journal from claim on Symbility below.

I'm very pleased to be working with this Contractor since he represents our company very well.

Thank you,

Christie Cafik.
Senior Property Claim Representative
Allstate Group of Companies

** Star to JIT**

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