



UNITED FIRE GROUP

United Fire & Casualty Company
United Life Insurance Company
Addison Insurance Company
Lafayette Insurance Company
United Fire & Indemnity Company
United Fire Lloyds
Texas General Indemnity Company

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DEC 17 2008

GuideOne
Taylor Ball

December 12, 2008

Mr. Paul Nilles
Taylor Claims, Consulting & Construction LLC
1025 Ashworth Road, Suite 300
West Des Moines, Iowa 50265

Dear Mr. Nilles;

I'm writing to express our gratitude for the quality of the work done on our flood project for United Fire Group here in Cedar Rapids, Iowa. As you are well aware back in June of this year United Fire Group got to experience firsthand what our customers go through when faced with a catastrophic claim when our corporate headquarters was flooding with 7' of water.

It was critical that we work toward not only getting our headquarters restored quickly, but also to do so in an environmentally acceptable manner with what we have become accustomed to as high quality craftsmanship. TC3 not only met those expectations but exceeded them through the on-site management of all construction personnel, daily updates to myself and our project team leader, and an open door policy anytime we had any questions or concerns.

I, and the entire Claims Department, thank TC3 for putting us back together and doing so in a very professional manner.

Sincerely;

David E. Conner, MBA, CPCU
Vice President, Claims
United Fire Group



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December 4, 2008

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DEC 09 2008

UnitedOne
- the Best

Mr. Paul Nilles
Taylor Claims, Consulting & Construction LLC
1025 Ashworth Road, Suite 300
West Des Moines, Iowa 50265

Dear Paul:

We are closing in on the final flood repairs for our three buildings and I wanted to express my gratitude for the professional manner in which TC3 directed this massive project.

I was designated to spearhead the repairs due to my experience with catastrophic losses. My charge was to get our people back in to the buildings as quickly as possible while ensuring the repairs were completed in a professional manner. United also required that I ensure the properties were constructed in a manner which eliminated any potential health risks for our employees. There were several firms who I could have called upon to direct this project. I chose TC 3 because of our prior positive experiences with your company and I believed that you understood our corporate culture and our desire to do things right.

Eric Johnson, Tony Maxwell and Steve Liker were instrumental in achieving the goals we set. Their daily involvement was necessary to address issues as they arose so that production would not be stymied. It was necessary for them to think on their feet because we certainly encountered challenges that were unique to this project. The cutting of the hole through the sidewalk so that we could install a large conveyer to move debris out and supplies in to the basement was a major time and expense saver. It allowed us to expedite the handling of debris and eliminated countless man hours. It also allowed us to move large electrical switchgear into the basement without first dismantling the gear. This is just one example of adjustments that were made to expedite this project.

TC3 did an excellent job of coordinating the work of the various trades. Most days we had more than 75 people working on site. Eric managed to coordinate these trades in a manner which maximized their effectiveness. The weekly contractor coordination meetings definitely helped the contractors coordinate their efforts. He was also cognizant of controlling the costs for the projects. There are examples where Eric felt charges were excessive and he worked to bring them in to line with the original budget. I believe he was successful in mitigating any excesses and that the project will be very close to our budget. The daily reports that Eric provided kept me informed of the progress of the project and any problems he was encountering. We discussed any concerns as they arose and the reports helped memorialize our decisions on how we moved forward on issues.

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December 4, 2008

We have been very pleased with the TC3's handling of this project. As a result, we have selected TC3 to coordinate the flood repairs to an adjoining building which was recently purchased by United. I anticipate this new project will have the same positive conclusion as this endeavor.

Thanks again for all your efforts.

Sincerely,

UNITED FIRE & CASUALTY COMPANY

Bruce Miller 

Bruce K. Miller