

James Rovezzi
Staff Associate of Environmental Services
Facilities & Operations
577 Western Avenue
P.O. Box 1630
Westfield, Massachusetts 01086-1630
(413) 572-5289
Fax (413) 572-8061

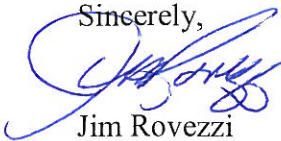
Re: Braman Termite & Pest Elimination

To: Whom it may concern

I have had the privilege of using Braman's services for the past 2 decades (20+ years). I recall a previous experience as a new manager overseeing at a middle sized hospital's pest control contract where we had an infestation of German coach roaches in the food services kitchen. After receiving several sightings of roaches in patient rooms from both nursing and patients, an irate hospital president gave me the option, "Either the roaches go or you can go Jim". I quickly decided that our present pest control company would need to go. That's when I was introduced to Jerry Lazarus, owner of Braman, from another colleague who highly recommended this company to me. Jerry promised me he would eliminate our major roach problem, and he did just that in very short order. He is not your typical company owner, to my surprise, Jerry came to our hospital in uniform and worked along-side his technicians day after day, giving me updated daily reports on the progress he was having eliminating these nasty pests. I remember seeing him on his hands and knees treating every imaginable crack and crevice in the kitchen. His thoroughness saved my job, and the hospitals reputation.

Fast forward to the present, Braman has been the only company to treat and eliminate pests we have had at the University since my hire, and for good reason. That same instinctive, hardworking, customers are #1 attitude is still present in everything they do, and do it well I might add. From weekly scheduled service calls, to urgent situations, they respond to all our pest needs with a keen sense of urgency. I can always rely on them whenever needed, they respond! When it comes to Pest Elimination, they are simply, "The Best".

Sincerely,



Jim Rovezzi