

## Dave Kugler

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**From:** [REDACTED]  
**Sent:** Sunday, October 09, 2011 4:14 PM  
**To:** 'Dave Kugler'  
**Subject:** RE: Your Technician Chad

Feel free to publish my feedback as long as we can stay anonymous.

Thank you.

Lisa and David [REDACTED]

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**From:** Dave Kugler [mailto:[dkugler@entercatchersinc.com](mailto:dkugler@entercatchersinc.com)]  
**Sent:** Sunday, October 09, 2011 7:19 AM  
**To:** Lisa [REDACTED]  
**Subject:** Re: Your Technician Chad

Lisa:

Thank you so much for the positive feedback! I will pass this info along to the team, and will give Chad a well deserved atta-boy. I am fortunate to have such an outstanding team, and appreciate that you took the time to reflect on our service.

Would you mind if I published this feedback on our website? I will black out your email address...

Dave

Sent from my iPad

On Oct 8, 2011, at 11:11 AM, [REDACTED] wrote:

Hi, Dave Kugler,

I understand that you are the person to whom I should direct my feedback about one of your technicians. Chad was here this past week to perform an estimate and bat exclusion for us. He was great, answered all of our questions, is knowledgeable and respectful. Took appropriate care while working inside and outside our home. He provided some great advice about bats and is very professional. I hope you will pass on our thanks for his services.

Thank you.

Lisa and David [REDACTED]

