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Mr. Roy Coggins, Owner  
Shred On The Run  
5904 Robertson Avenue  
Nashville, TN 37209

Dear Roy:

I just wanted to express my gratitude for the excellent job that you did when you answered my call for an emergency shred following the Flood of 2010. Unlike your competition you went out of your way to ensure that all of our flood soaked historical documents were properly shredded, thus protecting all of our client's personal information that could clearly be read even though they were soaked thoroughly with five feet of water from the nearby Richland Creek.

You demonstrated what is lacking in so many businesses today, which is excellent customer service. Even though you had lost one of your trucks in the flood, you went above and beyond by becoming the driver and shredding operator on a brand new shredding truck that had not even had your company logo/signage painted on it. Also, during the entire time that you and your employees were working very hard at hauling the fifty plus banker boxes full of soaked, smelly and extremely heavy folders from our basement, up two sets of stairs to the parking lot, not once did anyone complain! This was in no way an easy job, and the professional manner in which you and your employees conducted yourselves is to be commended.

I also want you contact me in the latter part of October of this year with a proposal to provide us with document shredding service. You have more than proven yourself to be a reputable and reliable firm in which to do business.

Sincerely,

Randall Rogers

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