



American Ratings Corporation
Defining Excellence

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December 2, 2016

John Williams
Hi Tech Termite Control of the Bay Area, Inc.
23595 Cabot #112
Hayward, CA 94545

Dear John,

First, let me congratulate you and your team on earning Diamond Certified for the tenth consecutive year. Hi Tech Termite Control of the Bay Area, Inc. earned Diamond Certified by scoring Highest in Quality in customer satisfaction and helpful expertise in the most accurate customer satisfaction rating of companies anywhere.

Most companies can't qualify for Diamond Certified because of the customer satisfaction and credentials standards required. Additionally, to maintain Diamond Certified, Hi Tech Termite Control of the Bay Area, Inc. must continue to score well in future Ongoing Research performed by American Ratings Corporation. So, earning and maintaining your Diamond Certified status is a great achievement.

Again, congratulations on earning and maintaining your company's Diamond Certified status for the tenth consecutive year. High customer satisfaction is the ultimate accomplishment in business.

Sincerely,

A handwritten signature in blue ink that reads "Greg Louie".

Greg Louie
Founder & Chief Operating Officer