



**American Ratings Corporation**  
*Defining Excellence*

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January 3, 2019

John Williams  
Hi Tech Termite Control of the Bay Area, Inc.  
21063 Cabot Boulevard Suite 6  
Hayward, CA 94545

Dear John,

First, let me congratulate you and your team on earning Diamond Certified for the twelfth 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 twelfth 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 Executive Officer