



**BENNER  
& WHITE  
CONSTRUCTION INC.**

INTERIORS . EXTERIORS . ACOUSTICAL CONTRACTORS

TO: President or owner of National Penn Insurance  
FROM: Daryn White (Business Development Manager)  
DATE: February 24, 2011  
REASON: Thank you.

To whom it may concern,

I wanted to write a letter and acknowledge the outstanding service I get whenever I call over for Debbie Ebert at National Penn Insurance. I'm new to learning office type responsibilities and Debbie has allowed my transition to be smooth and easier than otherwise. I often have many questions and every time I call over to National Penn, Debbie answers the phone with a smile and a helping hand. I'm very grateful for her assistance and to know that she is there. She goes out of her way to assist me with technological difficulties, unknown questions and usually takes the lead within my company when no one else seems to know what to do.

In a time when customer service can be difficult and stressful, it sure is good to know that I can count on Debbie and National Penn Insurance. Some of the companies we do business with I am weary about calling because I know their general reactions on the phone. I have never had that hesitancy with Debbie; in fact, I look forward to calling her. She is friendly, courteous and goes out of her way. Crazy as it may sound, she often sounds like she enjoys helping me, and trust me, I need a lot of help! Debbie is a shining star in my book and makes National Penn shine bright. As I conduct my business throughout the day, if anyone ever inquires about insurance, I would first and foremost refer them to National Penn Insurance.

Thank you again for a job very well done!

With regards,

Daryn White  
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