**Video Testimonial Script Example for Customers**

\*By all means these are just examples, please be yourself and apply your experiences to these examples.

**Intro Example:**

Hello, my name is Joe and I am located in Doral, FL. I heard about Total Care Restoration example 1) from a friend example 2) scrolling Facebook example 3) searching Google.

**Question 1 Example:**

I believe it happened after we had a long rainfall but I noticed a wet spot in the ceiling and walls one day. Being a concerned person, I wanted to make sure we didn’t have any roof damage that could cause any serious leaks and eventually mold problems as well. That is when I new I need a water, fire and mold restoration company to asses my property.

**Question 2 Example:**

When interacting with their business what resonated most in my mind was their customer service, attention to detail and cleanliness.

**Question 3 Example:**

If I were to refer Total Care Restoration to a friend I would say that their account managers made it a seamless, easy and helpful experience from when we spoke with them initially until the job was completed.

**Question 4 Example:**

Example 1: Reliable…

Example 2: Speedy!

Example 3: Experienced.