

Testimonials

“When you live with a crumbling foundation for years with no hope on the horizon, the CFSIC steps in and throws you a lifeline.”

- *What seemed overwhelming to me to start the process of replacing my crumbling foundation, Nicole at CFSIC helped every step of the way. I was kept informed and treated personally. If I had a question it was answered promptly, and even though I know there are thousands of homeowners that they are working with, I felt like my home was foremost. – Carol H., Vernon*
- *We were among the first to apply for crumbling foundation remediation funding on January 10, 2019. As nervous as we were in the initial application process, the staff at both CFSIC and ESIS made us feel great comfort knowing that they were always available to guide, consult and provide professional, compassionate and friendly service. We found the entire process to be the “well-oiled machine” that we were not expecting from a state program! Our whole experience with the administration was indeed smooth and efficient as can be and we were grateful it didn’t add to the stress and anguish we were already experiencing. We are back in our rebuilt home since July and especially thankful for the efforts of staff from CFSIC and ESIS to help us along every step of the way! – Mark & Donna C., Tolland*
- *It is with great appreciation and gratitude that I want to say “Thank You” to the staff at ESIS and CFSIC for assisting us every step of the way and helping us through the journey and approval process of getting our crumbling foundation replaced. My wife and I cannot adequately express our overwhelming appreciation for what all you have done for us and continue to do for those affected by this terrible situation. A special thank you to Nicole Carrozza (ESIS) and Michael Maglaras (CFSIC) for everything you have done in helping us get back into our home with its new foundation. – Les B., Union*
- *I was very fortunate to have a wonderful claim specialist, Nicole Carrozza, assigned to my case. Nicole was professional, understanding and always responsive to my questions and concerns. As challenging as it is to have a crumbling foundation, it’s a blessing to have a CFSIC to help with the remediation process. Thank you very much. – Wing C., South Windsor*
- *We filed our claim with CFSIC in January 2019. Our experience from that point on was seamless. Any concerns we had were handled promptly and professionally. Our contractor was always accessible and worked 7 days a week late into the evening. The right choice for us. – Joanne & John B., Vernon*



- *My life crumbled the day I discovered my foundation was plagued by pyrrhotite. CFSIC and ESIS, ever helpful and ever kind, helped me rebuild. My cost minimal...my gratitude maximal. - Deborah M., Manchester*
- *The assistance I received from CFSIC helped us get through the most stressful situation of having our foundation replaced. From step one to the final step our adjuster Nicole was there every step of the way & it gave me a sense of relief knowing I could depend on her to answer any & every question I had along the way, very promptly I might add! I am grateful that this program gave us the opportunity to replace our foundation & restore the value of our home. – Debbie & Joe D., Stafford Springs*
- *I'd like to tell others how pleased I was with a CFSIC foundation replacement program. When we applied for the program it was done online and a very easy process. We were told exactly what the requirements would be and any questions we had were answered immediately by our processor Nicole Carrozza. The financial program was arranged so that you paid in three phases This made it easier to handle financially. In two months, our home was ready for occupancy. Without the CFSIC program we would be unable to live in a home that had been mortgage free. I am eighty years old and can't imagine taking out a huge mortgage. I would like to thank all those that made it possible. – Richard C., Somers*
- *The entire CFSIC organization was polite and professional. They consistently responded to my questions and concerns within 48 hours. – Steve B., Willington*
- *I truly enjoyed working with your company to have the foundation replaced. The timeliness, prompt responses were amazing! When it was communicated that information would be coming, it did! I felt Nicole was my own personal liaison through this whole overwhelming process. Her patience with my questions and helping me understand was endless. We tell everyone how organized and efficient this ordeal was to go through! – Joy B., Ellington*
- *I would just like to thank all the staff at CFSIC and at ESIS, for the wonderful job that all of you did in guiding me thru the replacement process. Your professionalism should be applauded; from answering all of the questions, that I had, to just advising me thru the whole process, most definitely aided and eased the angst that I was going through at that time. A very well trained and knowledgeable staff, from top to bottom. – Steve G., Stafford Springs*
- *It was a great experience working with CFSIC from start to finish due to how well organized the information was presented and how often updates were given. I felt that honesty was always firsthand when situations arose, namely when the ability to*



provide funds was delayed. It was a true pleasure to work with Nicole C., my ESIS representative. She was very responsive and provided the info I needed when I needed it. All in all, the process went through smoothly and expectations were met.
– Jennifer C., Vernon

- *When we first learned of our crumbling foundation there were many obstacles in our path to make it right again. Thankfully the people at CFSIC helped to make a complicated process easy to navigate, allowing us to complete all the paperwork very efficiently so that we could move back into our home this fall - with a brand-new foundation.* – John and Kim P., Coventry
- *It's hard to describe how stressful it is to learn you own a home with a crumbling foundation. The years leading up to a solution were extremely challenging. The CFSIC was extremely helpful in assisting with the challenges of navigating through the complex process of foundation replacement. The CFSIC team was always immediately responsive in answering the many question I had through the process. Great professional team to work with.* – Steven S., Willington
- *We had a wonderful experience with the CFSIC and its staff. Jenny was so responsive, answered all our questions in a timely manner and made this process a lot easier. Wish we never had to go through it, but so very glad the CFSIC was created to help us.* – Lloyd & Amy-Sue M., Tolland
- *We are very thankful for the CFSIC program and the professional staff that helped us get our home repaired. We are hoping that this program will be able to carry on with additional funding to help all the homeowners who are affected by this issue. Thanks Jenny!* – Scott & Carol S., Storrs
- *I knew that I had entered into a partnership with the CFSIC/A Team when I was consistently informed, guided and reassured that my project was meeting all of the requirements necessary for a successful project outcome. From initial contact through project completion the service provided by CFSIC was exceptional. I really wish I could say so much more because without you and Mike I would have never gotten through all of this. The one thing that I always felt was that you were there for meand you were.* – Frances T., Stafford Springs
- *When you live with a crumbling foundation for years with no hope on the horizon, the CFSIC steps in and throws you a lifeline. Having my home repaired and the bulk of my financial burden lifted is something I desperately wish for all people going through this heartbreak.* – Susan T., Stafford Springs



- *CFSIC took a huge weight off our shoulders, for which we are forever grateful. Both Jenny and Michael were always incredibly responsive, and the overall process was surprisingly simple. Even amid a pandemic, CFSIC was able to come through for us. – Katherine T., Tolland*
- *The CFSIC made what could have been a disastrous situation into a manageable experience! Jenny Lee and everyone else we dealt with were always available for any questions and always responded quickly! Our thanks go out to all involved. – James and Lynn R., Stafford Springs*
- *In an era of the overuse of terms such as Transparency, now bring with it a level of skepticism for me. The Crumbling Foundation issue has negatively impacted the residence of this region for well over two decades, while the state, Insurance companies and industry have basically deflected acknowledgement or responsibility. CFSIC grew out of this infliction and stepped out in front with clear and a resolute focus. Calls and emails are returned with clear and honest answers and within a reasonable time. Their website is straight forward, with content from instructions, weekly “Latest News” updates and a regular President’s messages. Their people are knowledgeable, caring and just as important, Supportive. Their work and backing of the contractors is very much seamless. I cannot say enough regarding my appreciation for All at CFSIC & ESIS, for their support and understanding for what is difficult for everyone involved. Thank You so very much and Wishing All a blessed new year. – Robert R., Ellington*