



March 31, 2020

Mr. Dan Stouffer  
Jansen Adjusters International  
922 W. Greens Road  
Houston, Texas 77067  
[dans@jansenai.com](mailto:dans@jansenai.com)

RE: Claim Settlements Building and Contents – Major Fire Damage – Gulf Freeway,  
Houston, Texas

Dear Dan,

I wanted to thank you and Chris Rich for the excellent work you and your team performed in obtaining policy limits for both the building and contents after the major fire which occurred on July 4, 2019. I knew that morning, as I was on site with the fire department, I would need to hire a public adjuster. Being in the environmental remediation business, I had dealt with public adjusters before as a contractor, but not as a client. Chris met with me the same morning of the fire and “walked me through” what would need to be done when filing the claim. I asked him to give me a couple of days to review our policy and his firm’s contract agreement. Chris never pressured us nor did he try to oversell his firm’s services.

Dan, I also appreciate your persistence dealing with our insurance companies. I can tell you have a great knowledge and possess the experience necessary in not only dealing with the insurance adjusters, but also educating them on correct adjusting means and methods.

Please tell any of your potential clients to feel free to call me to discuss our experience with you and your firm. I will also recommend your firm to others that have may have a major or even a minor loss.

Again, thank you for your help.

Sincerely,  
AMX Environmental Services, Inc.

A handwritten signature in black ink that reads "Karl Gray". The signature is written in a cursive style with a large, prominent "K" and "G".

Karl Gray - President