



April 20, 2010

Mr. Bruce S. Kabat
Adjusters International
602 Park Point Drive Suite 206
Golden, CO 80401

Dear Bruce,

The adjustment of our major hail storm claim would have been much more challenging without your dedicated involvement. At the beginning of our first meeting with the carrier, as soon as their lead adjuster (and his engineer) said, "were just not going to find much damage up on those roofs today".... I knew I had to call in the cavalry!

When you met my adjuster for the first time, you were prepared as you had done your due diligence prior to this meeting. I recall you and your team were on my roofs for at least three consecutive days in anticipation of this initial critical meeting with the adjuster. By the end of the first morning with their team, they started to change their opinions and truly recognize the severe damage that had occurred from this storm. You proved to me the importance of "showing the other side the damage" and the value of your knowledge and expertise.

Thanks again for all of your time and attention devoted to our loss recovery. The settlement that Adjusters International helped us to realize was certainly more favorable than what we expected. I appreciate that we were able to focus on our core business while we let your team handle the tedious details of our claim.

Sincerely,

A handwritten signature in black ink, appearing to read "John F. Medved", written over a large, stylized circular flourish.

John F. Medved