



December 18, 2014

Adjusters International
One World Trade Center
121 SW Salmon Street, 11th Floor
Portland, OR 97204

I want to thank you and David Droubay for your help with the fire course of construction loss suffered by my client and friend Daniel Thompson. Our firm has been building luxury custom homes in the Central Oregon, SW Washington and Portland Metro area for eighteen years. I had originally referred the Thompsons to an insurance company we work with to obtain a course of construction policy for their new custom home we were building for them. Towards the end of construction a devastating fire destroyed the Thompsons home (2 weeks before they were scheduled to move in). The day of the fire I reached out to the members of a builder networking group I belong to and was referred to Adjusters International. We were able to set up a meeting with Adjusters International on very short notice (Sunday after the fire) and they immediately began to walk our client through the initial steps to move forward. Although I am competent in business and construction matters, retaining Adjusters International at the onset was the right thing to do.

The Thompsons had a policy from a major national insurer. This insurance company hired a third-party construction consulting firm, an engineering firm and another adjusting firm to chip away at the damages and coverages. They engaged in unethical tactics of low balling, delaying, denying, and essentially making up unsupported arguments to get out from paying the Thompsons. There were complicated issues at play such as coinsurance, reporting of values, scope of damages, damages to uninstalled items, soft costs, and matching of finishes. With your background in insurance and the support from your team of experts, Adjusters International negotiated an unbelievable settlement. Neither I nor the Thompsons could have had such a successful result. You doubled the original offer.

You are now on my roll-a-dex of "A-team Companies" to reach out to in any aspect of insurance claims. We will serve as a constant source of referrals for you.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Jeff Haggart', written over a light blue horizontal line.

Jeff Haggart, President
503-793-4131