

Adjusters International, Regional Office  
4300 36<sup>th</sup> Ave W.  
Seattle, WA 98199

Dear Drew,

Steve and I would like to make sure that you know we are extremely satisfied with all the results you and your team garnered in our behalf.

From the very day of the fire when our commercial property (our retirement income) burned to the ground to the final resolution of our insurance claim, you and your staff worked diligently to make sure Steve and I were compensated to the full value of our insurance policy.

I vividly remember the day of the fire because I was home alone and Steve was out of town. The early morning call from the police left me overwhelmed and unsure how to even proceed. Our insurance agent did nothing to help us. So when, Blair Hanson's initial contact with Gayle on the day of the fire was so appreciated. Blair provided the support and expertise which calmed a very unexpected and frightening day. Blair explained what the process that would ensue with the fire investigation, the services your company could provide and assured us that, while the fire was a horrible event, we would be able to pick up the pieces and move forward. Blair helped us see a plan of action and a way to effectuate that plan. Thanks to Blair's prompt arrival, we were able to engage Adjuster's International the very next day.

The fire destroyed our building and a major source of income. It left us with the daunting tasks of complying with regulatory requirements, police investigations, and negotiating with our insurance carrier. You and your team provided the expertise to overcome every problem. You and your experts proactively identified issues that needed to be resolved and negotiated with the insurance company on our behalf. Your experts developed replacement cost valuations, provided specialized expertise and made sure the insurance company included payment for the full value of our coverage limits. You and your entire staff worked diligently for us until the final payment was secured.

Beyond the fire loss, as you know, we were contending with the finish of a major construction project and a family medical disaster. Our dependence on your expertise was, therefore, all inclusive. We know that the final financial settlement was far more than we could ever have achieved or expected if we had tried to handle it ourselves.

Adjusters International, your entire team of experts and staff were most professional and exacting throughout the entire negotiation. We wish to use the following terms; professional, knowledgeable, communicative, patient, anticipatory, focused, thorough, prompt, and innovative to describe your relationship with us.

You may provide our contact information to any potential client who would like a reference and/or use this letter as a letter of reference.

Again, we want to thank all of you for your hard work and diligence which resulted in a very successful outcome for us.

Sincerely;



Stephen and Gayle Seyl

Cc: George Scott III