

June 11, 2012

Adjusters International  
400 Oyster Point Boulevard, Suite 519  
South San Francisco, California 94080

Thanks to you and the Adjusters International team, our client has been able to make the most out of a devastating loss from the largest warehouse fire in the history of Albuquerque. After watch the burning of the 137,500 square foot facility and contemplating what needed to be done in filing and settling the insurance claim, we knew that we were going to need expert help to gain resolution. The very next day Ken Crown was on-site, introducing us to AI and to the scope of service it could offer. Never having filed a substantial property casualty claim before, we were not certain how to proceed. Following a couple of meetings with Ken and Rino Benenati, we were most comfortable recommending AI to our client. After our client retained AI, we were greatly relieved, knowing that we had a professional, knowledgeable team on our side to negotiate the claim.

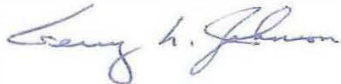
Through the months that ensued, meeting and working with you and others of your team, notably Jim Warren, and Vic Johnson, we were most thankful for your efforts in interacting with the army of insurance consultants relative to the coinsurance, depreciation, and extra expenses items. Best of all, you were able to negotiate a settlement that was greater than three times the \$2.5 million that the insurance underwriter had originally reserved for payment of the claim.

With the type of service that AI gave and the successful results that our client gained, I know that he was more than happy to pay a significant six-figure fee.

We all thank you for your superb efforts. Heaven forbid that we will need your services again, but, if we do, your phone number will be the first one that I'll be dialing. Please feel free to use us as a reference with prospective clients.

Sincerely,

Johnson Commercial Real Estate, LC

A handwritten signature in cursive script that reads "Terry L. Johnson".

Terry L. Johnson, CCIM, SIOR