

Chris Bridwell
1304 SW Freeman Street
Portland, OR 97219

April 27, 2009

Randy Gower
Adjusters International
One World Trade Center
121 SW Salmon St., 11th Floor
Portland, OR 97204

Dear Mr. Gower:

Now that it's over I wish to thank you. As you know, I tried to handle my claim myself. I had a friend who was a contractor who I was hoping would do the repairs for me. The offer from the insurance company was much less than it would take to get the repairs done. As for the personal property portion, I had little guidance if any from my insurance company.

Another friend of mine recommended your office to us and so, a number of weeks after the fire, I met with Paul. Paul indicated that he thought that your firm could help but even if you couldn't, you would set me in the right direction. His honesty and sincerity struck me and so I agreed to retain your firm. The settlement you negotiated was at least 50 percent better than the offer that I had on the table from the insurance company. Additionally, you got your inventory crew to put together my claim and ultimately you settled that portion as well.

Randy, both you and Paul were very professional and prompt. The telephone stopped ringing entirely. I was able to take care of my mother and go on with my life without ever worrying at all about my house.

Just like my friend, if I ever know anyone who has a fire I will give them your name.

Very truly yours,

A handwritten signature in black ink that reads "Christine Bridwell". The signature is fluid and cursive, with a large loop at the end.

Christine M. Bridwell
Portland, Oregon