



Gresham Toyota, Inc.  
950 N.E. Hogan Rd.  
Gresham, OR 97030  
(503) 667-1135

Attention: Drew Lucirell  
ADJUSTERS INTERNATIONAL  
305 East Pine Street  
Seattle, WA 98122

Dear Drew:

It is with great pleasure that I provide a recommendation for your files-

Our showroom and offices were gutted in a fire on 10/31/95. Despite a good business background I very quickly realized that I did not have the expertise or experience to document the claim to our insurance company. And although we had been with that insurance company for more than ten years, it was quickly apparent that as far as they were concerned, we were on our own in documenting our claim. I first tried to enlist the aid of our accounting firm, or our attorney. Although we use a national accounting firm and a large regional law firm, both admitted they lacked the experience to document our claim. Based on a recommendation from our accounting firm, we selected Adjusters International to represent us, and while the claim process was anything but pleasant, we were quite satisfied with the result. Out of a claim of more than \$1.6 million, we received every penny that we asked for, less \$300.00.

There is a saying that good legal advise is expensive, and bad legal advise is so expensive that you wouldn't believe it. This is a true statement. As a direct result of the professional expertise of Adjusters International, we received much more from our insurance company than Adjusters International's fee, and we strongly recommend them to others.

Feel free to contact me to discuss our experience with Adjusters International.

Sincerely,

A handwritten signature in dark ink, appearing to read "William Leslie", is written over a horizontal line.

William Leslie  
Corporate Controller

P.S. - Hey, Drew, any news on that missing \$300.00?