

May 13, 2015

Dow Brooks
Adjusters International
3575 North 100 East
Suite 125
Provo, UT 84604

Dear Dow,

This is to express my appreciation for the services provided by Adjuster's International, and specifically by Mr. Clay Gibson. The claim had many parts and while I was able to do some of the work in assessment and providing information, it was crucial to have Clay's services to represent the claim to the insurance provider. Without his help as my advocate, I suspect the settlement figure would have been about half what I eventually received. And had he not been so effective in pushing things through, I suspect the insurance company might have been rewarded by my giving up too soon.

Clay was responsive to my status inquiries and questions and I found him to be supportive as well as effective on my behalf. His assistants, Dinh Luong and Shaun Myhre also responded quickly and professionally as they provided updates and copies of written communications.

I would also like to note the excellent services provided by your subcontractor, Heather Connell and her staff Bryce Morrow. They handled the large and complex inventory listings in a most professional and thorough manner.

And finally, I have to say that my experience of the initial engagement with your company was exceptional. I discovered Adjusters International through an internet search and made a phone call which I expected would mean leaving a voice mail and hearing back several days later. But what a surprise when a very competent and carrying person took the full details of my situation, and then had both you and Clay on site to meet with me the very next day!

Please express my genuine thanks to your whole team.

Sincerely,

Nancy T. Conrow
Park City, Utah