

Mr. Clay Gibson  
Adjusters International  
305 East Pine Street  
Seattle, WA 98122

Dear Mr. Gibson,

I wanted to take the time to thank you & the team at Adjusters International for all your hard work in making our insurance claim easier for my family and me. As you are aware, my wife and I were in an almost fatal motorcycle accident 3 weeks before this fire, and there was absolutely no way we could have handled the insurance claim on our own. This fire was a total loss of our home we lived in for over 20 years. All 3 of my children were raised in this home. We are deeply saddened for all the memories that were lost in this tragic accident, but we are thankful that Adjusters International could ease the burden by working the insurance claim with State Farm Insurance.

The biggest surprise for us through the insurance claim process is realizing the need for help. When someone takes out an insurance policy you never think of handling a \$650K claim. You simply purchase the insurance because you need to mitigate risk in the unlikely event something happens. What is even more amazing is after an incident occurs you realize that you need to hire a company to negotiate with your own insurance company. They act like they are helping you through the process when in fact their goal is to payout the least amount of money possible while still settling the claim. We were extremely nervous at first hiring Adjusters International due to the up-front fee agreement, but that fear quickly subsided as we worked through the claim process with Adjusters International and State Farm Insurance. We are so happy to have worked with Adjusters International. You were able to maximize our policy to the last dollar, which I know we could have never done alone.

When this accident happened, we asked our son Andrew Dorn who is a Captain in the US Air Force to take vacation and go to the house to handle our affairs. He has worked closely with us and Adjusters International to make sure this claim was handled with my wife and I's best interests in mind. He also is extremely pleased with the services you all have provided and would be happy to speak to military members or retirees that may seek your council in a loss.

Again, thank you so much for all you have done to help my family and me. We have since moved on and are living happily in our new home with no financial burdens. Please feel free to have future customers contact my son or myself for any questions or recommendations. I can be reached at (702) 982 2033 (dld9@mac.com) or my son at (617) 697 7526 (dorna19802002@gmail.com)

Sincerely,  
  
Dennis & Nancy Dorn