

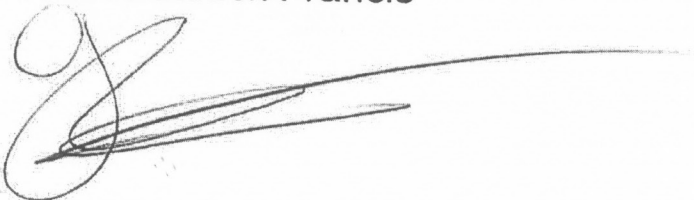
Gwen Buttnick Francis
1660 Interlaken Place East
Seattle, Washington
98112

Dear Drew,

This letter is long over-due, however, I want to express my gratitude to you for your expert handling of the arson fire on our Shoreline property. We came to you with every possible negative in terms of insurance coverage. While never giving us false hope, you offered us brilliant solutions, sage advice, and much needed reassurance. Your fairness and honesty is seen in everything you do, highlighted for us when you informed me that you we owed you nothing from an additional insurance payment that came our way (that was unrelated to the initial claim.) You are a dazzling negotiator and we were extremely happy and fortunate to have you on our side.

Thank you,

Gwen Buttnick Francis

A handwritten signature in dark ink, featuring a large, stylized initial 'G' followed by a long, horizontal, slightly wavy line that extends to the right.