

Riverpark Apartments

1842 E. South Riverton Road, Spokane, WA 99207

April 21, 2011

Adjusters International
400 Oyster Point Blvd., Suite 519
South San Francisco, CA 94080

We can not thank you enough for the hard work you and Vic Johnson did on our insurance claim. The settlement was beyond our expectations and almost three times what we thought it would be. We own an apartment complex in Spokane. It suffered a really bad fire that caused a lot of lot of structural and interior damage and displaced 20 plus low income families.

We had previously handled a claim with our insurance company and knew that there were going to be numerous issues. I am glad we hired your services. You dealt with them very well. You got us the best result and your effort to negotiate the depreciation deduction up front was excellent. Even our bank was very happy with your services. They told me that they would highly recommend you to their clients if ever needed.

We recovered much more than we ever thought we could have on our own. The fees we paid were worth every penny in terms of the service received. You saved us tremendous amounts of time and headaches. There is no way we could have negotiated the settlement you did.

Again, thank you for all your hard work. We will happily recommend you and your firm anytime. Please feel free to utilize us as a reference for future clients.

Best regards,



Efrain Ramirez
President
(509) 995-1480