

Osborn Building, LLC  
203 – 205 SE Grand Avenue  
Portland, OR 97214

July 7, 2015

Bruce Tibert  
Adjusters International  
455 University Avenue, Suite 350  
Sacramento, CA 95825

Dear Bruce,

We want to thank you and Adjusters International for the excellent job you did on maximizing our recovery after the fire at the Osborn Building.

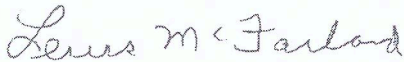
We renovated the Osborn Building in 1986 and had it added to the National Historic Registry. The fire was devastating and we were faced with losing all the tenants as well as the difficulties in repairing a historic building. It was a relief when Dave Droubay contacted us and explained what Adjusters International could do to relieve us of dealing with the insurance company and to assure us the best possible recovery.

Dave had suggested that the insurance company would under-estimate the loss, as they did by over 50%. Having you direct the contactors as to what was necessary to repair the building, retaining an engineer on our behalf to identify the problems in reconstruction and providing a detailed breakdown of all the errors in the insurance company's expert's scope of repairs, resulted in a recovery of over twice what was initially offered. Your accountant, Chris Glenister, did an expert job in submitting our rent loss claim resulting in a policy limit payment.

In the beginning we were concerned about the cost of your services. As it turned out this was the best decision we could have made. Without you, we would not have recovered as much as we did. In addition, you saved us the stress and time of doing the work necessary to present the cost estimates to the insurance company's representative. We can only suggest to others that are faced with a major insurance claim, that they retain Adjusters International; it will be the best decision they ever made.

Again, thank you for your attention to detail and your persistence in pursuing our recovery.

Sincerely,



Lewis and Sylvia McFarland