

June 2, 2014

Steve Severaid, Principal
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Steve,

In November 2012, I suffered a house fire which destroyed the total interior and personal property of my two story, vintage home.

This, and in and by itself, was a challenge because of all of the code and variance changes that had taken place over the last 92 years that my home had existed. My insurance company reviewed the damage with their estimators shortly after the fire and came up with what the claim was going to cost to restore the house to a livable condition, and represent what it had been before the fire. I was given the claim to review and told to choose a contractor that I felt could do the job. I secured the services of a local contractor and I agreed to proceed with the restoration.

After this process, I was contacted by Mr. Blair Hanson representing Adjusters International, PNW. He explained to both myself and my legal counsel the services that Adjusters International were able to provide to me concerning my claim. After discussion with my lawyer, I decided to secure the services that Adjusters International offered, and secured them in January, 2013. My case was assigned to Mr. Dudley Gaouette as overall project manager, and Mr. Karl Stemler for my personal property. During the restoration process of my property, negotiations were taking place between my insurance company and Adjusters International. Many things were discovered by Adjusters International that were missed by the initial estimate provided to me by my insurance company. Most of these were code improvements and structural issues that had not been addressed in my initial estimate for covered costs. After much contact between myself and Adjusters International, the figure that was arrived at as to bring my home back to livable and legal, was almost 100K above the original estimate had been provided to me from my insurance company. All was good, and my insurance company agreed to pay the additional cost(s).

I highly recommend Adjusters International to anyone who has suffered a loss like mine. Everyone whom I came in contact at Adjusters International were very professional, had superior customer service, high level of integrity, and overall fantastic service. Both Dudley Gaouette and Karl Stemler were tireless in this whole process, securing the best possible claim available to me.

Sincerely,

Steve Sites