



Grubb Property Management, Inc.

TOWNHOMES / CONDOMINIUMS / COOPERATIVES

Alan Krockey
Kyle Vandebussche
Adjusters International
500 N. Dearborn
Chicago, IL 60654

June 14, 2018

Dear Al and Kyle,

I wanted to thank each of you for the excellent job you did on simultaneously handling both the Ivy Court Condominiums and the Loyola Beach Condominium losses.

Initially, I received a call that a microburst had taken off half the roof at Ivy Court; only later to find out that another building that I live in, Loyola Beach, also experienced extensive damage. I knew I needed help and called Al as I had just used Al and the Adjusters International team on a previous claim for another building I manage with great results.

Once I made the call, Al was incredibly responsive and he, along with his emergency team, met with me and both association boards to explain the intricacies of the insurance claim process and our obligations. After meeting with Al, both associations confidently retained Adjusters International. You both have a way of remaining calm during a traumatic time for the customer. I could not have not gotten through negotiating the claims by myself.

From the very beginning, Al and his team handled all parts of our claim, from coordinating the start of the emergency repair work, to coordinating with all the unit owners (twelve of which had to move out of Ivy Court and six from Loyola Beach), to dealing with the city inspectors and the insurance company adjusters. Simply put, Al and Kyle's representation was priceless and invaluable. Kyle and Al were able to raise the amounts the insurance company offered by significant amounts and also referred Real Restoration, a construction company, who restored both buildings with no out of pocket expense for the associations or their unit owners, and they did an excellent job.

Suffering major losses at two building simultaneously (while living in one of them) was completely unexpected and overwhelming, to say the least! I could not have done it without you and your teams help. Thank you for all your help and I would be happy to recommend you and your company anytime.

Regards,
Marcia Grubb
773-517-7386