

Matrix Business Consulting
340 E. 1st Avenue, Suite 300
Broomfield, CO 80020

Dear Matrix:

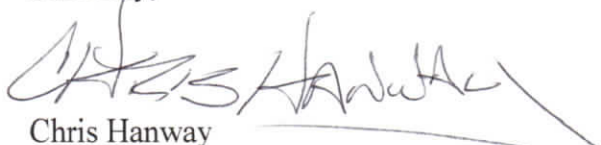
A hailstorm damaged all the roofs at our complex. A roofer confirmed our roofs were a total loss. The roofer wrote an estimate of repair and we submitted the claim. Our insurance company sent an independent adjuster to inspect the damage and create an estimate for the damages. The insurance company's estimate of damage was woefully inadequate. They also said we had to be responsible for six deductibles saying the damage was from 6 different hail storms.

Due to the problems we had getting the insurance company to settle the claim for the all the damage done and only responsible for one deductible. We retained the Matrix company because we wanted someone on our side. The Matrix company helped guide us through the waters of the claims process. We did not need to worry about communicating with the insurance company or become frustrated by its tactics. After Matrix did the due diligence, created a comprehensive estimate, and submitted our claim, the insurance company continued to delay and not pay the claim. Eventually Matrix was able to get the claim settled and we only had to apply one deductible. We got the roofs replaced and I have peace of mind that we received the compensation to which we were entitled, despite efforts by the carrier to minimize and delay resolution.

I can say without hesitation that our claim would not have been settled for the actual cost of damage caused by the hail storm without the hard work of Matrix representing our side on this claim. I recommend Matrix's services to anyone who has had a loss at a home or business and does not wish to leave to chance that the insurance company will settle the claim with your best interest in mind.

Thank you Matrix!

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Hanway", with a long horizontal line extending from the end of the signature.

Chris Hanway
Le Chateau Homeowners Association President
Aurora, Colorado