

Schlotzsky's Deli
Sam - No, Inc.
A Franchisee of Schlotzsky's, Inc.
584 Old Stone Drive
Highlands Ranch, CO 80126
(303)-346-6500
FAX (303)-346-6575

Scott deLuise, CCIM, SPPA
Matrix Business Consulting
340 E 1st Ave., Suite 300
Broomfield, CO 80020

Dear Scott,

Shortly after agreeing to render your services I knew I had made a good decision. I was able to leave the insurance negotiations to you so that I could deal with running my other business concerns. I would therefore like to formally thank you in writing for handling my claim effectively and professionally.

Throughout this claims process, I was amazed at how much the insurance company focused on their best interests in the claim versus mine. Numerous consultants were brought in on their behalf to render opinions of how much things should cost, yet no "real life" contractor would perform those same services for those dollars. Your efforts overcame that obstacle and ultimately recovered for me everything we were entitled to.

I did not realize the complexities involved with an insurance claim. I think that if more people knew what was involved after a loss and how much more of a settlement could be gained from hiring a service like yours, there would be many more satisfied insurance claims settlements.

Thank you for helping me get my business back in order. I assure you I could not have done it by myself.

Sincerely,
Ron Harrison