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Matrix Business Consulting

340 East 1st Ave, Suite 300

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Dear Matrix,

Thank you for your assistance and expertise in the settlement of our claim here at Honco Lumber. When you first contacted me, I was not familiar with your services and to be quite honest didn't feel the need for them. After all I was paying a considerable amount for insurance every month and assumed if I ever needed my insurance company they would be there for me. Furthermore, the insurance company had already assigned an independent adjuster. Unbeknownst to me, although they were so called "independent adjusters", they really did not work on my behalf, as much as they worked on their own. I didn't realize by them settling my claim for lowest

amount possible, that they, the independent adjuster actually benefited in receiving more repeat business from my insurance company. In hindsight it is clear that all insured's should have their own Public Adjuster when settling a claim.

Knowing what I know now, I can see very clearly, that in reading and applying the language to benefit the insured in a policy requires the expertise of a professional. I could have read the policy myself but would have never been able to settle at the numbers you did. Basically you settled for over double the amount I was offered before hiring you.

At every turn you stayed in the fight until my claim was settled to my satisfaction, once again thank you for contacting me and for your assistance with my preparation, adjustment and settlement of my claim. I am sure without your expertise and persistence I would not have been able to re-construct this facility to the point I am able now.

If in the future you would like to use me as a reference please do, I'll gladly share my experience with you and your company.

Seeing that this whole claim took place via, phone computer and fax, if you ever have the opportunity to visit Emmett, Idaho, please call and stop in, I would gladly like to have you tour the new facility you helped fund to rebuild.

Thanks Again

Jake Gorbet

Honco Lumber (208)-365-5029

A handwritten signature in black ink that reads "Jake Gorbet". The signature is written in a cursive, flowing style.