

August 4, 2015

Mr. Drew Lucurell  
Adjusters International, Inc.  
4300 36<sup>th</sup> Avenue W.  
Seattle, WA 98199

**VIA US POSTAL SERVICE**

**Re: Mercer Island House Fire**

Dear Drew,

This letter is written on the anniversary of our engagement with Adjusters International, Inc. following our July 26, 2014 house fire that claimed our home on Mercer Island. Your firm has done a masterful job at providing our family with the guidance and confidence to take on our insurance company, which resulted in the maximum compensation for our loss with the minimum about of expense. You thoughtfully interpreted our insurance coverage and not only led us to optimize our recovery but you accurately predicted every milestone and response from the insurance company to our benefit. We simply couldn't have navigated this process without you.

Early on our insurance company made a weak attempt at settling for under \$80,000 but you rejected that offer and instead hired an expert team to independently review the fire damage, code compliance and rental loss resulting in a combined settlement of more than \$450,000. When the insurance company wasn't being responsive you postured with legal recourse and cited critical legislation that protected the rights of the insured and compelled the insurance company to action. Also, knowing we decided to not make replacement of the home you helped advise us on when we could sell the underlying land and that enabled us to successfully position the property, which was sold and closed in early July without affecting our insurance claim.

As a side note, your economic structure is more than fair earning a modest 10-percent of the insurance settlement. Clearly your counsel has not only recovered this fee but delivered many more multiples of this to our family. We know that hiring law firms, even on a retainer basis would cost three to five times as much and would be unlikely to generate the same results. I was especially impressed with your firm's vertically integrated resources, which included estimators reducing the need to hire third party consultants and limiting the out of pocket costs to us at a time when we were already experiencing a tremendous loss.

It is very evident to me that you and your firm are industry experts with managing insurance claims and I would highly recommend you to any family that experienced a loss. Ultimately, your firm has successfully converted and unfortunate and stressful situation in to a positive and settling outcome. We thank you.

Kind regards,

Dean Jones