

LUKE BRITTAN

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Randy Gower
Adjusters International
One World Trade Center
121 SW Salmon St, 11th Floor
Portland, Oregon 97204

Dear Randy,

I remember that summer day when David Droubay & Ken Crown approached me following the fire in our apartment building in Salem to tell me about Adjusters International and what your company could do for me. I'd never heard of Public Adjusters, but the more I listened the more I realized that what they were saying made sense. After all, why would any insurance company want to pay me more money, rather than less money? It just seemed logical that the insurance company's interests and my interests were not the same.

I worked out a compensation arrangement with David & Kenny, slightly nervous at the amount of money I thought I had to pay your company. But again, the whole concept made a lot of sense. And based on your references and all of the information that was shared with me, I had faith that you guys would perform.

Today I look back and I am certain about many things. No one should attempt to negotiate with an insurance company without the help of Adjusters International. The fee that I paid for your services was small in comparison to the benefit that you added. I look at the money I paid you as an investment, not a cost. And...as a general contractor, I am familiar with construction costs and processes. You guys hit it out of the park.

Lastly, I would be remiss if I didn't thank you, Randy, personally. You were there for me all along the way and I can't thank you enough.

Very Truly Yours,



Luke Brittan
Bridge West Apartments, LLC