

October 22, 2019

R. Scott deLuise, CCIM, SPPA

Adjusters International/Matrix Business Consulting

340 E. 1<sup>st</sup>. Ave Suite 300

Broomfield, CO 80020

Dear Scott:

Thanks for helping me and my roofing contractor resolve this claim amicably and fully. We were getting the fast shuffle from Allstate, when they sent up a storm adjuster from Texas who had been on the job for a couple days.

It was clear to us that his job was to underpay this claim, using the excuse that the damages were from another storm, and that the roof could be repaired rather than replaced. He wasn't even nice about it.

Because of your persistence, we were able to collect the roofer's estimate, all code upgrade costs, and you even found an endorsement that enabled me to reduce my deductible by \$5,000.

If someone wants a recommendation for your services, please have them call me and I'll gladly do so!

Sincerely,

A handwritten signature in blue ink, appearing to read 'BA', written over a light blue horizontal line.

Byron Ayme