

January 2, 2020

Mr. Richard Smith
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Dear Richard:

On behalf of our entire family, thank you and the Adjusters International team for your outstanding service this past fall.

The 2019 lightning strike on our home took out several important systems throughout the household. The potential cost and inconveniences were daunting. Your thorough due diligence and insistence on fair pay helped turn a tough moment into a manageable one. Both Nina and I very much appreciate the seriousness and professionalism you applied to our situation. Thank you.

We wish you and everyone at Adjusters International a happy, healthy, and prosperous 2020.

Sincerely,



Alan R. Leist III, CFA
Chief Executive Officer