

RAINIER COLD

STORAGE & ICE

6004 Airport Way South Seattle, Washington 98108 206/762-8800

Mr. Bob Lucurell
Adjusters International
305 East Pine Street
Seattle, Washington 98122

Dear Bob:

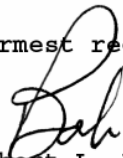
I am very happy to write with regard to my experience with Adjusters International following our devastating fire last November. Because of very favorable recommendations from friends and an interview which clearly demonstrated your knowledge of (and my lack thereof) the insurance claim process, I hired Adjusters International very shortly after the fire occurred. It was one of the smartest decisions I ever made.

There are so many things to deal with after a disaster of this kind that it is impossible to stay on top of everything. As a result of your good offices, I really didn't have to deal with or worry about the fire insurance claim process. You handled all problems along the way and very quickly brought the process to a most satisfactory conclusion. I could not have asked more from your organization.

As I have told you, I would be happy to recommend your services to anyone caught in my situation. This is in no way to denigrate the services of our insurance broker, who was very helpful and supportive. But you do provide an important added service at a time of crisis. I hope to hell I never have to use you again, but I certainly would if the situation arises.

Good luck and continued success.

Warmest regards,


Robert L. King, Jr.
President

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