



# UTICA COMMUNITY ACTION, INC.

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**Raymond Shanley, Esq. - Executive Director**

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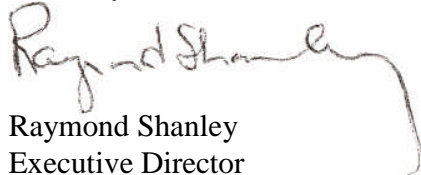
September 10, 1996

Mr. Richard Smith  
Adjusters International/Basloe, Levin & Cuccaro, Ltd.  
126 Business Park Drive  
P.O. Box 179  
Utica, New York 13503-0179

Dear Richard:

Thank you for the professional and expedient service provided by you and your staff as you handled UCAI's fire loss. My staff had neither the time nor level of expertise to negotiate with our insurance company's adjuster in order to obtain an equitable settlement. Thanks to your efforts the insurance company accepted a higher and we believe more accurate, degree of loss than they originally assessed. I would certainly recommend Adjusters International as a public adjustor, to any person or organization.

Sincerely,



Raymond Shanley  
Executive Director

RS:lc