

# *Venus Condominium Association, Inc.*

885 SANTA ROSA BLVD. • FORT WALTON BEACH, FLORIDA 32548

March 12, 1996

Mr. Gary Gerrits  
ADJUSTERS INTERNATIONAL  
2787 Nicole Court  
West Bloomfield, MI 48324

Dear Gary:

Venus Condominium Association, the VCA Board of Directors and especially Warren and I, extend our most sincere appreciation for all you have done, and continue to do, as we restore Venus to pre-Hurricane Opal condition.

Adjusters International rightfully credits YOU with the contract they received from Venus Condominium Association. Your excellent marketing skills were clearly evidenced in the convincing job you did with an organization that normally is a very "hard sell".


Further, you are to be highly complimented on your selection of Gary Turner as Construction Consultant for our project. We found him to be knowledgeable, conscientious, helpful, responsive and very pleasant. Certainly, he was a big asset to your team!

Your obvious experience and expertise, in an area that was completely foreign to us, was invaluable in resolving the myriad of details necessary to arrive at a satisfactory Statement of Loss. Your evaluation of property damage and preparation of the scope of work, plus the necessary interface and negotiations with the insurance company's Adjuster relieved us of a major stress we certainly did not need at such a difficult time.

The resolution of your efforts, which was significantly greater than what we might have been able to arrive at on our own, has arrived in the form of a very adequate settlement. With careful administration, Venus can be restored to better than pre-storm condition, hopefully with little burden of assessment to our owners.

Again, thank you for representing us so well. It was a real pleasure to work with you. We certainly hope that our paths will cross again under more enjoyable circumstances.

Sincerely,



Joanna S. Gourley  
President