



**BAYLOR
COLLEGE OF
MEDICINE**

Cyndi M. Baily
Deputy General Counsel

One Baylor Plaza
Houston, Texas 77030
TEL: (713) 798-6392
FAX: (713) 798-6368
E-mail: cbaily@bcm.tmc.edu

May 18, 2004

Jeff Shaw
Director of Disaster Services
Adjusters International
126 Business Park Drive
Utica, NY 13503

Re: Disaster Recovery Services

Dear Jeff:

I am very pleased to have the opportunity to write this letter in support of your professional services.

You and your team have provided invaluable assistance in the College's recovery efforts in response to Tropical Storm Allison in 2001. Your knowledge of the often complex FEMA process, coupled with your insurance industry experience, have been of enormous benefit to us.

I would be glad to speak to potential clients should they desire additional information or an opinion from me.

Best Regards,

A handwritten signature in black ink that reads "Cyndi M. Baily". The signature is written in a cursive, flowing style.

Cyndi M. Baily