



LEE COUNTY

SOUTHWEST FLORIDA

BOARD OF COUNTY COMMISSIONERS

Writer's Direct Dial Number: (239) 335-2185

Bob Janes
District One

November 11, 2004

Douglas R. St. Cerny
District Two

Ray Judah
District Three

Andrew W. Coy
District Four

John E. Albion
District Five

Mr. Jeff Shaw, Director
Adjusters International
Disaster Recovery Services
126 Business Park Drive
Utica, NY 13502

Donald D. Stilwell
County Manager

SUBJECT: FEMA GRANT MANAGEMENT SERVICES TO LEE COUNTY

Robert W. Gary
*Deputy County
Attorney*

ENCLOSURE (1): Executed Copy of Service Provider Agreement
ENCLOSURE (2): PSA/SPA Invoice Statement Form

Diana M. Parker
*County Hearing
Examiner*

Dear Mr. Van Kirk:

Enclosed is your executed copy of the Service Provider Agreement for the project known as "FEMA GRANT MANAGEMENT SERVICES TO LEE COUNTY". Please note the contract number for this project is 2901. This contract number will also serve as your Purchase Order Number for this project and must be on all invoice statements.

If you should have any questions, please contact our office at the above number.

Sincerely,
CONTRACTS MANAGEMENT

Cindy Logan
Contracts Manager

c: Tony Majul, Budget Services
Liz Frisby, County Administration

Bob Janes
District One

September 19, 2005

Douglas R. St. Cerny
District Two

Ray Judah
District Three

Tammy Hall
District Four

John E. Albion
District Five

Donald D. Stilwell
County Manager

David M. Owen
County Attorney

Diana M. Parker
County Hearing
Examiner

Mr. Robert Farnum
Sr. Consultant – Disaster Recovery Services
Adjusters International
126 Business Park Drive
Utica, NY 13502

Dear Bob:

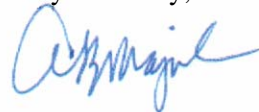
We are very pleased to provide this letter in support of the professional disaster recovery services provided to Lee County by you and your team. We would gladly respond to other potential clients should they desire additional information regarding disaster recovery services available from Adjusters International.

The 2004 Hurricane season was a difficult one for Lee County in Southwest Florida. We were fortunate, indeed, to have retained your firm to process FEMA claims following Hurricane Charley. Especially effective was the coordinated approach you used in seeking financial relief from separate sources such as FEMA, FHWA, NRCS and insurance. Teaming with our Risk Management and Grants Management staff, the "Loss Management Program" you developed provided a comprehensive approach to quantifying, documenting, and managing over \$35 million in disaster related expenses.

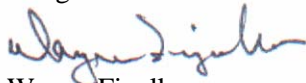
The hardships encountered while processing requests for assistance under FEMA's Public Assistance Program were simply unimaginable. Without the persistent and unwavering commitment to detail and quality exhibited by your firm, we could not have completed the nearly \$25 million in FEMA requests and the \$2.1 million in FHWA reimbursements processed to date. The knowledge base needed to deal with FEMA regulations in mind-boggling. It was obvious you and your team are very much up to speed with these regulations, procedures and processes.

Without hesitation, we would recommend you and your firm to anyone faced with the task of processing large and/or complex loss claims in a disaster environment. Your firm's ability to bring together the right team of professionals at the right time resulted in the creation of a superior product. Your thoroughness, knowledge, attention to detail, and logical approach provided us with the assurance that we would obtain the maximum reimbursement from all eligible sources. And on a more personal note, we have sincerely enjoyed working with you during this period. We wish you continued success in the future.

Very Sincerely,



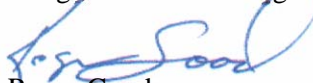
Tony Majul
Budget Director



Wayne Fiyalko
Risk Manager



Sue Lange
Budget Services Manager



Roger Good
Grants Manager