



**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*

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

**Andrew W. Coy**  
*District Four*

**John E. Albion**  
*District Five*

**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

**BOARD OF COUNTY COMMISSIONERS**

Writer's Direct Dial Number: \_\_\_\_\_

Bob Janes  
District One

September 19, 2005

Douglas R. St. Cerny  
District Two

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

Ray Judah  
District Three

Tammy Hall  
District Four

John E. Albion  
District Five

Dear Bob:

Donald D. Stilwell  
County Manager

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.

David M. Owen  
County Attorney

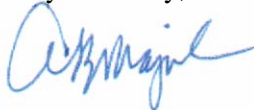
Diana M. Parker  
County Hearing Examiner

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.

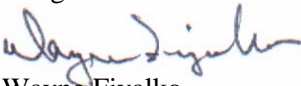
The hardships encountered while processing requests for assistance under FEMA's Public Assistance Program were simply unimaginable. Without the persistent and unwavering commitment to detail and quality exhibited by your firm, we could not have completed the nearly \$25 million in FEMA requests and the \$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,



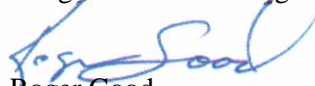
Tony Majul  
Budget Director



Wayne Fiyalko  
Risk Manager



Sue Lange  
Budget Services Manager



Roger Good  
Grants Manager