



December 13, 2004

Mr. Partrick Bickford, President
Adjusters International
602 Park Point Drive
Suite 206
Golden, Colorado 80401

Dear Mr. Bickford:

Too often in business you only hear complaints, good work seems to be taken for granted.

Well, allow us to take a moment of your time to give one of your people, David Haan a "thumbs up"!


Our home on Punta Gorda Isles was reduced to four outer walls and the truss system, a result of Hurricane Charley. Trying to explain the feeling one experiences as you stand inside the shell of your home is difficult, at best. Wondering what to do, the result of your insurance company, State Farm, dragging their feet and stonewalling where coverage and payment is concerned, turns you, at times, into a mental basket case.

Through several months of verbal and written sparring with State Farm, Dave, was invaluable. He knew which buttons to push and how best to word our letters to State Farm. Most important, while we were often frustrated by State Farm's unwillingness to move, he kept us grounded and focused on the goal. Often, time on the phone with him proved better than seeing a "shrink". When it came time for mediation, he talked us through how best to approach the mediator and reminded us to "stay focused, keep our cool and not to lose our temper".

Dave Haan represents Adjusters International in a professional manner. More important, you know from the moment you meet him that he truly "cares", and that, in a business world where companies are often in a hurry to "get in and get out – don't bother us with details", places him in a very select group.

We just thought you would like to know.

Seasons greetings.



Don and Carla Landy

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