



WILLIAMS-EXETER PROGRAMME

at Oxford University

August 31, 2006

Basloe, Levin and Cuccaro, Ltd.
Adjusters International
126 Business Park Drive
Utica, NY 13502-6302

To whom it may concern,

On behalf of my fellow condominium owners at 135 South Street in Williamstown, Massachusetts, I am writing to commend Darin Checchia in particular, and your entire staff in general, for the excellent work performed on our behalf in the aftermath of the fire on September 12, 2005.

We appreciate the expert advice that we received, the very responsible handling of the reams of paperwork involved, and the tough negotiating on our behalf. We are very grateful for the settlements that we received. Above all, I would like to thank Darin, and recommend him to anyone in a comparable situation, for the manner in which he interacted with us and others. His patience, level-headedness, calm presence, sense of humor, and good sense helped us to put our loss into perspective and maintain a positive attitude. I am also convinced that his deft and diplomatic handling of insurance adjusters and contractors smoothed over many potentially explosive situations, and resulted in the rebuilding work getting done and a fair settlement being made.

Again, my thanks to Darin and his co-workers for helping us with tact and professionalism get through a very difficult experience.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Guy Hedreen', with a long horizontal flourish extending to the right.

Guy Hedreen
Director, Williams-Exeter Programme
Professor of Art, Williams College