



Monroe County Office of Management
& Budget



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Sylvia J. Murphy, District 5

January 30, 2007

Mr. James Siciliano
Deputy Director/Operations Manager,
Disaster Recovery Consulting
Adjusters International
126 Business Park Drive
Utica, NY 13502



Dear Mr. Siciliano:

While we are still recovering from the devastation of Hurricane WILMA, we wanted to express how grateful the County is for the professional services of Adjuster's International after the unprecedented hurricane season of 2005-2006. While the County suffered from Dennis, Rita, and Katrina, and your company was there to assist us with effective and coordinated efforts in seeking financial relief from both the State of Florida, and the Federal Government, Hurricane WILMA was a storm that caused damage and destruction to the Florida Keys not seen in almost a century.

We are happy to provide this letter on behalf of Monroe County in support of the professional disaster recovery services provided by you and your team. Adjusters International really came to the rescue of Monroe County after hurricane WILMA, when it was quite clear that we did not have the personnel or expertise to deal with or answer the questions that arose after the storm. I was especially thankful for your knowledge of how the County could provide, and be reimbursed for \$1.0 million of temporary housing for essential employees after most of these employees' homes were completely flooded.

Your knowledge of the complex governmental regulations and equally complex insurance and adjusting issues really helped the County maximize the public assistance that was available after all of these disasters. You delivered what you promised and we are confident in your ability and the ability of your firm to provide these services fully on a technical and professional level, yet be able to translate in a clear and concise manner the intricate and sometimes subjective FEMA regulations which we could not have done without you.

Without hesitation we would recommend you and your firm to anyone that is faced with the processing of large and complex disaster loss claims. While we hope that we are not faced with the need of your services again, we are confident that Adjusters International would be our first choice.

Sincerely,

Salvatore R. Zappulla
Division Director
Monroe County Budget and Finance



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Monroe County Risk Management
1100 Simonton Street
Key West, FL 33040
(305)295-3178 Voice
(305)295-3179 Fax



November 16, 2007

Mr. Pasquale Cuccaro
Goodman-Gable-Gould/Adjusters International
6767 N Wickham Road
Suite 501
Melbourne, FL 32940

Dear Mr. Cuccaro:

On behalf of Monroe County's Risk Management we would like to express our appreciation for all of your support with our claims and recovery resulting from the hurricane seasons of 2004 and 2005.

As you are aware, there were several locations effected which include Key West and Marathon Airports including runways, airplane hangars and the surrounding areas. Thanks to your involvement, we managed to recover for all of our damages. You and your company have made a tremendous difference and we would like to thank you for all of the support during a most difficult time.

Please feel free to use Monroe County as a reference towards future clients.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Maria Lewis'.

Monroe County
Risk Administrator