

March 5, 2008

Drew D. Lucurell
Adjusters International
305 East Pine Street
Seattle, Washington 98122

Re: Starcrest Manor Fire



22331 SW LeBeau Rd.
Sherwood, OR 97140
503-625-1183 • FAX 503-625-9530

Hi Drew,

We are at the end of the road with the Starcrest Manor Apartments fire that destroyed six units. I'm very pleased to be done with the fire restoration and to get the complex cleaned up and rented again. Life is getting back to normal at Starcrest Manor Apartments.

Looking back at the work you and your firm did to get me top dollar for my insurance claim is not only appreciated but it made a big difference when we started the fire restoration. Adjusters International did everything they said they would do and then some. I'm very happy with the fire claim settlement and the loss of rental income claim you negotiated with State Farm Insurance.

I have been through small claims with my insurance company and they nickel and dime me all the way through. What a bunch of work they will go through to shave a dollar off the claim. I did not have the desire or the patience to go through this process with State Farm on a big claim. It was a pleasure to see you hold State Farm Insurance accountable for the full amount of my insurance coverage. The money you charged was worth every penny because you saved me much aggravation, plus you got me such a great settlement. Thank you, thank you!

If you have anyone suffering from an insurance claim and they have a notion of going through the process themselves, please have them call me. It is so not worth dealing with the claims issues when there are experts like your firm around that pay for themselves.

Please pass this letter onto Steven Solomon. He was a delight to deal with and did a great job of advising me right after the fire. I feel I could call him again on another matter and he would be just as helpful, even if it was a smaller matter.

I wish you much success out there, Drew. If another unfortunate claim comes my way, I will surely call you. I now know why insurance companies don't like to deal with you.

Sincerely,


Joe M. Westerman