



## Pacific States Industries, Inc.

July 28, 2008

Gary Johnson  
Adjusters International  
305 East Pine Street  
Seattle, WA 98122

Dear Gary,

When we were first approached by your organization following the fire damage to our "Green End" veneer plant Creswell, we were - needless to say - a bit skeptical. We'd had claims before and settled them without much ado. Certainly, nothing as large as this, but they were handled in-house. We thought we did pretty well in those cases.

But this claim was a lot larger than those others and after listening a bit - and recognizing some most impressive references you shared with us - we started asking ourselves if maybe - just maybe - we would better served outsourcing the adjustment process. After all, as astute as we are, we are in the lumber business. We do not negotiate with insurance company's everyday.

It is clear that you are qualified professionals and adept at what you do. Everything you promised - and more - you did. You promised to get our claim settled quickly and you did. You promised you would get us more than we expected to get and you did. You promised that the fees we paid your firm would be small in comparison to the benefit and they were.

Clearly, hiring your firm was the right decision. You and your entire organization are to be commended. Rest assured that any future claims we have will be handled by your firm. Thank you.

Sincerely,

Austin Vanderhoof, V.P., CFO