



P.O. Box 1453 Orange, TX 77631 409.886.7461 www.fbco.org Barry Bradley, Pastor

September 20, 2009

Mr. Slaten Bickford
Adjusters International
602 Park Point Dr., Suite 206
Golden, Colorado 80401

Dear Slaten,

Words cannot express the depth of gratitude I and the members of First Baptist Church have for you and your company. There were so many ways you helped our church after the devastating winds and flood waters of Hurricane Ike.

First was your calm reassurance that you would walk us through the process of insurance appeal through which we had never been before. Your pleasant demeanor, sensitivity to the unique culture of a church, and professionalism was appreciated by all of us on the leadership team.

Second, was your thoroughness. You were thoroughly versed in our policy, our claim, and its shortcomings. You and your company investigated damage that we would have never thought of and that even other claims adjusters missed. Your understanding of the appeals process, how to work effectively with insurance companies, and clear communication with our church was amazing.

Finally, you stuck to the task. You did not let up until everything was completed—not only to our satisfaction, but of our insurance carrier as well. When they heard your presentation and saw your documentation of damage and cost of repair, they moved quickly to settle.

Thank you for your help to First Baptist Church of Orange. We could not have done this without you. I would gladly recommend you and your company to anyone who might have a question about an insurance claim. Your service was great, your cost was minimal, and the results were outstanding.

Sincerely,

A handwritten signature in cursive script that reads "Barry Bradley".

Barry Bradley