

# BISSONNET OAKS, LLC

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November 3, 2009

Mr. Ethan A. Gross, JD  
Adjusters International  
25800 Northwestern Hwy.  
Suite 885  
Southfield, MI 48075

**Re: Oaks on Bissonnet**

I wanted to express our gratitude and appreciation to you for the extraordinary results that were achieved regarding the settlement of our insurance claim resulting from the damage by Hurricane Ike. Every aspect of the claims, from the initial review of the policies and subsequent property investigations, up through the final settlements, were handled with tremendous tenacity and professionalism.

Your valuation of property damage and preparation of the scope of work, plus the necessary interface and negotiations with the insurance company's adjuster relieved us of a major stress we certainly did not need at such difficult time. Your obvious experience and expertise, in an area that was completely foreign to us, was invaluable in resolving the myriad of details necessary to obtain the excellent results you achieved.

Again, thank you for representing us so well. It was a real pleasure to work with you and we will gladly recommend your company.

*Guy Porat, CEO*

Bissonnet oaks, LLC

