



"Whatever it takes"

November 6, 2013

Adjusters International  
Basloe, Levin & Cuccaro, LTD  
Attention: Richard R. Smith, Vice President  
126 Business Park Drive  
Utica, New York 13502

Dear Mr. Smith,

I wish to express my deepest gratitude for the excellent service provided to our school after we were hit by Hurricane Irene. When a small business needs to recover from a natural disaster such as this, the last thing there is time for is to negotiate the channels of an insurance claim. I had never worked with a professional adjustor before and was unsure what to expect. Any concerns I had were quickly erased by the prompt and professional contact from you. You kept me apprised of every step and I felt as though you treated our loss as the only claim you were working on.

I am certain not all firms have such a high level of customer service, knowledge and experience. I am forever grateful to the person who referred you to me and will gladly do the same to anyone in need.

Sincerely,

Carol Prevost  
Executive Director/CEO