



February 3, 2010

Adjusters International
400 Oyster Point Blvd., Suite 519
South San Francisco, CA 94080

As you know, the Spokane, WA area suffered record snow and ice storms in December 2008 and January 2009. Due to the heavy snow and ice build up, one portion of the roof on our business collapsed. We thought the initial collapse was bad enough. Then another storm came though and dealt yet another blow, collapsing the other end of the roof. What a nightmare!

Like most people, we figured okay this is a major setback, but we are insured. We will just file an insurance claim and get back to business as soon as possible. We learned very quickly that getting paid by an insurance company is not that simple. We had no idea it would be so difficult to get the insurance company to pay us a fair price to rebuild our building. There were even questions raised as to whether we were insured for this type of loss. It was soon apparent we needed the help of experts to sort it out and guide us through the process.

Thank goodness we found you and your company. We had an uphill battle fighting to resolve the coverage issues and a difficult task of assessing the damage. The carrier low-balled us at \$800,000 for our tremendous damage. You kept firing back at the insurance company every time they wanted to delay or refuse a payment. You and your team did an excellent job of determining what it would cost to rebuild our building. It was difficult and while I cannot say the process was entirely painless, without you we would never have been able to recover almost \$2,500,000.00 to rebuild our building.

I personally thank you and your team for assisting my company with our insurance claim. Please do not hesitate to have potential clients contact me for a reference. I would happily recommend your services to anyone who has suffered a major insurance loss.

Sincerely,

National Color Graphics

A handwritten signature in black ink, appearing to read "Harlan Knobel", written over a horizontal line.

Harlan Knobel
President

National Color Graphics

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