January 22, 2016

Dear Mr. Drew Lucurell,

It is with much joy and gratitude that I write this letter.

On behalf of our whole congregation, please accept our sincere thanks for the outstanding effort you put in settling our claim with the insurance company. Over two years of hard work finally paid off, and the new building was completed and ready to move in on December 22, 2015. No words would ever be enough to describe the joy of our congregation on Christmas Eve, when we were able to meet in our new building for the first time.

The two arsons that have completely destroyed our church building had our congregation of nearly four hundred people pilgrimng from one place to another, in the hopes of returning to our own place, one day.

In September 2013, when the first fire happened, Adjusters International, promised us their best person for the job, and that couldn’t be any truer. Your knowledge, persistence, and great attitude of “going the extra mile” contributed tremendously to the success of the reconstruction process.

I want to compliment you for being particularly astute in picking up on the cultural details of our community, and showing great patience and consideration towards us. Thank you for not running away when meetings would alternate between languages. We believe you have a gift of understanding us, even though at times we spoke languages other than English.

For our congregation of refugees and first generation immigrants, your efforts brought way more than just a restoration of what was lost in the fires. It helped us regain the sense of belonging that was lost with the loss of our property.

Please do not hesitate to share my contact information or use my name as a referral. I will gladly share with anyone how you diligently worked on our case to bring us to the great outcome of moving into our new building.

Sincerely,

Pastor Pavel Sandu
Golgotha Baptist Church (a Moldavian-Romanian Church) survived the odds after suffering from two fires due to arson with the help of Adjusters International. Two fires, one in September of 2013 and the second in February of 2014, caused destruction and losses amounting to well over $1 million in damages.

Adjusters International was retained within days of the first fire at the recommendation of the President of the National Romanian Baptist Church. Our goal was to address the complex insurance issues while serving to help guide this close community through one of its hardest ordeals. The church served not only as a church, but as a school, meeting place and second home for a small community that shared values, language and a strong sense of belonging. Many evenings there would be community dinners, games, and groups of people sitting around talking.

After the second fire, our team had to navigate the complexities of two losses, determine the extent of each fire, and how to address which loss covered what damage. This was crucial to the church’s recovery as the insurance coverage was limited. The second fire reset coverages and afforded additional coverage to help bring the church whole. Our Pacific Northwest team did an outstanding job in negotiating a claim that allowed the church to receive the funds to rebuild an amazing facility.

After nearly two years of rebuilding, Golgotha Baptist Church reopened and held a dedication service, thanking all of the patrons who so graciously helped in the effort of reconstruction. In attendance were nearly 1,000 members of the church and community, news crews, and members of national churches, regional churches, volunteers, and residents. We were very appreciative of the churches comment as they thanked us as the “only reason the church survived.”

“On behalf of our whole congregation, please accept our sincere thanks for the outstanding effort you put in settling our claim with the insurance company. No words would ever be enough to describe the joy of our congregation on Christmas Eve, when we were able to meet in our new building for the first time. In September when the first fire happened, Adjusters International promised us their best person for the job, and that couldn’t be any truer. Your knowledge, persistence, and great attitude of “going the extra mile,” contributed tremendously to the success of the reconstruction process.”

- Pastor Pavel Sandu — Golgotha Baptist Church