



April 20, 2021

Drew Lucurell  
Tim Larsen  
Adjusters International Pacific Northwest  
310 K Street  
Anchorage, AK 99501

Dear Drew & Tim,

Our dad had a vision buying property in Valdez, Alaska and he did so on a handshake and drew up plans for the hotel on the back of a brown paper bag. We have been here for 50 years and certainly one of the hardest things we've ever had to do was watch dad's dream burn down.

Our first concern was for our guests & employees and once we knew that everyone was safe, we realized that we were in over our heads. So I reached out to Drew and Adjusters International and after only a few minutes I realized that he and his team knew as much about insurance as insurance companies. And that is when I put our trust in him.

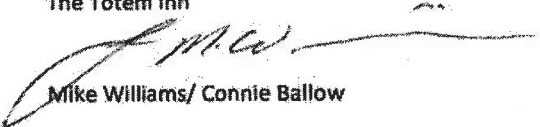
We never looked back. Certainly, there were times along the way that I thought it would never end and I would pick up the phone and call Drew or Tim and they would talk to me as if we had been friends forever – it was that kind of relationship. His adjusting team, estimating team, forensic accounting team, and inventory team all descended on our little town making us feel incredibly special – almost as if we were his only client. He over delivered on his promise to us. Drew and Tim were always a bright ray of light.

With you leading our team, we were able to focus on rebuilding the best hotel possible. Based on the insurance company's initial assessment, you were one of the best investments we ever made in our lives and we are certain you earned your fee many times over. You have our highest endorsement.

Although the hotel looks nothing like it did when our dad built it, it is a gem that one sees as they drive into the city of Valdez.

In gratitude

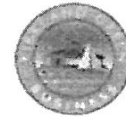
The Totem Inn

  
Mike Williams/ Connie Ballow

*Thanks for everything  
mike*

Totem Hotel and Suites 1144 E Egan Drive, Valdez, Alaska 99686 | 907-835-4443 | [www.totemhotelandsuites.com](http://www.totemhotelandsuites.com)  
Mailing Address: PO Box 648, Valdez, Alaska 99686 | Toll Free: 1-888-808-4431

**The Bedford Partnership**  
**A City of Kirkland Green Business**



January 6, 2012

Drew Lucurell  
Adjusters International  
305 E Pine St.  
Seattle, Washington 98122

Dear Drew:

I am writing this for anyone who has had the unfortunate experience of a fire, or other damage, to their home or business and is about to go through the claims settlement process.

My property in Totem Lake burned and I had no idea how tough it was going to be to deal with insurance companies to get the settlement I was entitled – it was a constant tug of war. It's their adjuster's job to pay you as little as possible because insurance companies do not profit from paying more money.

However, I turned to Drew Lucurell with Adjusters International, and his team, to combat the insurance company. Drew personally handled our case. Drew is terrific and really knows his business. Drew got every penny we had coming, and more, from the insurance group. He has a rough bulldog personality, which is exactly what you want when you are dealing with a large insurance company who is also rough to deal with making it difficult to get money out of them. Plus, Drew took a huge amount of stress away from me.

If you've had fire, don't combat the insurance company alone. You need your own bulldog and Drew fits the bill. He is why in the end won all we had coming.

Warmly,

A handwritten signature in cursive script that reads "Jack Roberts".

Jack Roberts  
Bedford Partnership

**The Bedford Partnership**  
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