

May 17, 2023

Steve Severaid, President
400 Oyster Point Blvd., Ste 519
South San Francisco, CA 94080

Mr. Severaid,

I experienced a fire to my sushi restaurant on April 18, 2022. The roof collapsed and there was considerable damage to my space as well as all the restaurant equipment and perishables. My restaurant had been in the family for over 20 years. I took over when I was just 18 and dedicated my life to my business. I had no idea what to do, I was devastated. Many companies reached out to offer their services but when I met Rino and Jessica, I knew they would be the team I wanted to work with. It was such a relief to know there was a company out there that could handle everything for me. Jessica explained the process to me and immediately set up her team which included Jody, who handled the inventory of all my damaged equipment and food, and Jojo who put together my loss of income claim.

Jessica and Jody were able to get the full policy limits and very quickly. The loss of income portion took longer but time taken was well worth it for the amount of the final settlement.

I know there were a lot of moving parts on this entire claim process and I am so grateful I was spared having to deal with the headache of it all especially while dealing with the loss of my business. I am so glad that I trusted your company and your excellent team. Everyone was professional and diligent but also very kind. As a result, I have referred several other people for your services and they have expressed their gratitude to me with the results of their claim.

I will continue to tell everyone about your services and again, thank you so much for all that you did to help me.

Best,

Shannon Park
Fuji Japanese Restaurant