

# Colpitts Development Company, LLC

Date: August 20, 2012

Ref: Adjusters International – Letter of Reference

To whom it may concern,

June 30<sup>th</sup>, 2009 was a day I'll long remember. It was the day of our construction lender's inspection for our 217 unit project, Harrington Square, which is located in Renton, Washington. The project consisted of two residential towers perched atop two levels of shared structured parking. The north tower was ready for occupancy and the south tower was scheduled to be delivered in eight months. I had just finished punching units in the north tower while the south tower was having a torch down roof installed. That evening, we received a phone call that our building was on fire. Seven alarms and 85 fire fighters later, our entire south building had burned down to the garage level. The cause of the fire was the torching activities utilized during the roofing process.

It was at this time that I learned of a profession that is known as Public Adjusters. These are the individuals / companies who represent loss victims in their dealings with insurance company's adjusters. Once our significant loss occurred, we started receiving calls from around the country from public adjusters. We quickly concluded that our expertise was not in maximizing insurance claims, so we decided that we would utilize one of these professionals. The question was – "who should we use?" After checking for references, one name came up again and again. It was Adjusters International (AI), who is locally represented by Drew Lucurell. Everyone had glowing comments about their experiences with AI and Drew. After getting agreement from our lender, Bank of America, we entered into an agreement to have AI represent us.

In addition to Drew, we had the opportunity to work with several outstanding individuals including Gary Johnson, Gordon Scott, Steve Severaid, Kenny Taylor, and Chris Glenister. Complicated insurance claims in excess of \$10mm are not pleasurable experiences. We were comforted, however, by having this experienced group of professionals represent us. My personal feeling is that one could get 80% of their claim dollars just by dealing directly with the carrier. It is the last 20% of the claim that is the most difficult to get. Therefore, choosing someone who will work hard until the claim is closed is critical. Adjusters International did just that.

Should we ever again experience a major loss in the future, for us there is only one choice, Adjusters International.

Regards,



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