



Reno/Tahoe International Airport

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October 22, 2002

Randolph H. Goodman, SPPA
Principal
The Greenspan Co./ Adjusters International
400 Oyster Point Blvd. Suite 519
S. San Francisco, CA 94080-1921

Subject: Adjusters International Performance

Dear Mr. Goodman:

After the flood of New Year's Day 1997, several local government agencies in the Reno, Nevada area hired Adjusters International to assist with FEMA and flood insurance claims. The Airport Authority hired your firm because the staff had no experience processing FEMA claims or a flood claim approaching the \$30 million flood policy limit. The initial record keeping system and consultants recommended by your staff, were invaluable in obtaining the initial \$6.8 million in damage payments. The Airport Authority eventually had to file a lawsuit to obtain payment for runway flood damages.

As you know, after more than five years, our runway flood damage lawsuit was settled with the Chubb and Hartford insurance companies. The information, procedures, and record established by your firm provided our legal counsel with the information they needed to build a case. Because of your firm's work, the case was strong enough to result in settlement amounts, in once case, above the flood policy's limit.

I would recommend your company to anyone anticipating a complex or large claim with an insurance company. Your staff knows the insurance industry, understands policy language, and will persistently pursue the claim. I want to thank you for your firm's handling of our claim, the resulting strength of our case, and your participation in the settlement process.

Sincerely,

Krys T. Bart
Executive Director