

Irene Speronie
21 Ellicott Street
Salamanca, New York

August 20, 2015

Adjusters International/Basloe, Levin & Cuccaro, LTD.
126 Business Park Drive
Utica, New York 13502

Attention: Mr. Richard R. Smith
Vice President

Dear Mr. Smith:

I am writing to say that I was very pleased with the service provided by your company. I had never been through this process before and at first it appeared to be very daunting. After meeting with your company's representatives, especially Doug Garland, I felt that the work needed to catalog all of the items lost or damaged in the fire would be handled very expeditiously and professionally - and indeed it was.

Additionally, Mr. Garland handled all of the negotiations with the insurance company, keeping me well informed every step of the way. I felt that my interests were being very well represented. In the end I believe Mr. Garland was able to negotiate a better resolution than I would have been able to on my own.

Although I hope never to be in a position again to need your services, if I am, your company will be the first on my list to call.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Irene Speronie".

Administrator for the Estate of Mary Dolecki