

S.T. Hudson's Son, Inc. 530 Columbia Street Hudson, New York 12534 (518) 828-6928 Phone (518) 828-2112 Fax

March 21, 2005

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

To Whom It May Concern:

I want to take this opportunity to thank your firm for a job well done. I had never experienced such a terrible tragedy. The owner of S.T. Hudson's Son, Inc. had put me in charge of handling the tragedy. Of course I had never experienced a fire and had not idea what had to be done. Several Independent Adjusters approached us, and I took the time to interview all who had contacted us. I spent about 2 hours with Darin Checchia. From the start of the interview I knew that this was the team that I wanted working for us. They assured me that they would take care of everything from A-Z. I felt very comfortable with them and thought we would have a good working relationship throughout this ordeal. I also felt that I needed a firm that had the experience and the knowledge, as I had no experience in dealing with a big insurance company. After interviewing all Adjusters, I decided to go with Adjusters International even though their fee was a percent higher than the other Adjusters.

I run a small Plumbing, Heating and HVAC company, along with managing 48 rental units so I needed an Adjuster that I could count on. I needed someone to do all the legwork, ask the right questions and know how to deal with these insurance companies, so that I could keep up with the daily functions of running an office. I started getting calls from the insurance company and I call Darin and he took care of everything. After that I never received another call. Darin always informed me of what was taking place, or of any meetings that he had with the insurance company. Any issues that came up alls I would do is call Darin and he would handle it all. If I called him and he was not available he would always take the time to call me back that day. It was such a great feeling to be able to count on a firm that dealt with tragedies like this and did all the leg work and knew how to deal with the insurance company, which at times can be very tricky.

The experience was a very rewarding experience; Ken and Darin did a great job! My boss and myself were so impressed with the great job and quick recovery of funds they had gotten us. I would not hesitate to recommend Adjusters International – a job well done!

Sincerely,

Suzanne M. Oliver Office Manager