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2032 Military Turnpike  
Plattsburgh, New York 12901  
518-562-3577

July 14, 2005  
Mr. Darin Checchia  
Adjusters International  
126 Business Park Drive  
Utica, New York 13502

Dear Darin:

Enclosed is an article which appeared in our newspaper, The Press-Republican, Sunday, March 20, 2005. As you can see, our business, The Wood Magicians, Is up and running again thanks to your diligent efforts on our behalf. We apologize for the delay in sending you this article. We thought it had been sent when it had not. We unhesitatingly mentioned Adjusters International in the article because we appreciate your personal efforts but also because we have become firm believers in public insurance adjusters. The article focused on our business, but as you may remember, our home and personal property, such as furniture, our boat, and animal articles, were damaged too. Your efforts on our behalf in that area were just as strenuous as with the business par.

Only those who have been through a fire or other disaster can appreciate the emotional and financial stress such events trigger. Trying to negotiate with our insurance company during such a time became a quagmire of conflict. Our many questions were not being answered without equivocation. While we were very stressed over the devastation of the fire, we were clear-headed enough to intuit that we were being manipulated. We were therefore very grateful when you contacted us and sent your professional loss consultant, John Bonfiglioli, to help us.

We strongly believe that your firm helped us to obtain a larger settlement for the property loss in our home as well as the business than we ever would have received without your help. We also believe that the settlement was obtained quicker because of your efforts. Even subtracting what we considered your 'fair fee', we still believe we came out far ahead. We were grateful for the daily contact your firm provided and the clear answers you provided to all our questions during the very trying process of reaching an insurance settlement. We would not hesitate to hire you again.

Sincerely,  
Jay White  
Charles Schenck  
Gale White

