



HEIGHTS TOWER SYSTEMS

Manufacturers of Aluminum Towers and Structures

Sept. 21, 2005

Ronald Cuccaro
President Adjusters International
6767 N. Wickham Road
Suite 400
Melbourne, FL 32940

Salutations Mr. Cuccaro:

Thank you! Your associates have done an outstanding job in obtaining all the insurance benefits that Heights Tower Systems was entitled to after our major building damage in hurricane Ivan.

We had a tremendous amount of damage to our shop and office, and were within a shoestring's breadth of being rendered inoperable after that devastating storm. The last thing we wanted to do was wrangle and battle with the insurance company about what proceeds we had coming to us. Nevertheless, this was one of the several major tasks or duties that confronted us in Ivan's immediate aftermath. We barely had phone service (cell) or electrical (generator) power for several weeks afterwards, let alone the personal energy or time to fight on this critical front. That is why we appreciate beyond words the excellent service John Bonfiglioli and your expert team of adjusters did in advocating our claim with skill and knowledge beyond what we could have hoped or actually implemented.

Despite the crush of claims that your company and the insurance companies must have been dealing with, John made sure our insurance company provided some partial payouts in a timely manner, without accepting a reduction in the overall insurance settlement. John and his associates made sure we obtained all the benefits that our policy made available to us, even in areas we would have overlooked or have been unprepared to negotiate.

The commission fee charged for your services was indisputably reasonable and worth it from every standpoint that a business owner worries about when hit with catastrophic damage: time, cash-flow, capability, anxiety, etc. I would strongly advise anyone who incurs significant damage in an insurance covered event to avail themselves of Adjusters International's excellent service, should they have the good fortune of being introduced to your company of professionals.

Truly,

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