

**Midway Offices LLC  
35530 Sunnyhill Lane  
Pleasant Hill, OR 97455  
541.913.8508**

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Adjusters International  
One World Trade Center  
121 SW Salmon Street  
Portland, OR 97204

At the very end, when I met with David Droubay to get the last check from the insurance company and to pay your fee, I expressed to him two sentiments: 1. That your firm did an excellent job and I would not hesitate to recommend you and 2. I was very disappointed that I had to hire your firm to do what I had hoped and expected the insurance company would do for me without your help.

I own and develop a lot of property. In August, I was building a five-story 46 unit apartment building in downtown Portland. It was destroyed in a five alarm fire. Shortly after the fire, I was approached by a number of public adjusters, including your firm. I did not hire anyone right away. I met with David Droubay, Rino Benenati, Ken Crown and Steve Severaid at different times over a three month period. I came close to hiring you a number of times, but kept giving the insurance company another chance. They did not rise to the occasion and do what I considered to be the right thing.

Three months into the claim I hired your firm. Whereas the insurance company wanted to limit my recovery to the amount I had expended, you were able to secure for me a settlement based on current costs to rebuild. Whereas the insurance company did not want to compensate me for a construction manager, you recovered those costs. Whereas the insurance company was hesitant to pay for soft costs, you recovered the limits of our soft cost coverage.

I am grateful that you were there for us and I would not hesitate to reach out to you again should the need arise.

  
Herb McKillop