



Keith:

We want to thank you and the team of GGG/Adjusters International for another great job on our claim due to Hurricane Irma. The Biltmore Hotel is a National Historic Landmark that needed to be preserved and returned to pristine condition. Your team helped protect the value of our asset and the reputation of the Biltmore Hotel.

We appreciate your collaborative effort with our broker, Lockton. Your team thoroughly evaluated our building damages, golf courses, grounds, contents, and business interruption. More importantly, you were always two steps ahead of the insurance company's 20+ consultants to properly guide them on scope and pricing. During the claim, we appreciate your assistance with Lockton at the time of renewal to provide them with valuable information in a challenging renewal market.

We have experienced, again, that the insurance company is out to protect their bottom line with efforts to delay and minimize the claim. You cut through their delay tactics with finesse and effective dialog.

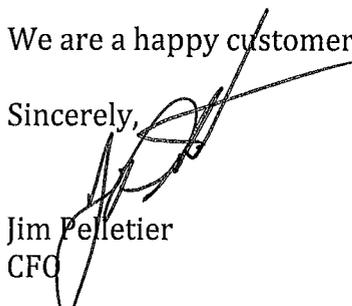
Even after seeing the delay tactics, we are very pleased you settled a major 8-figure settlement for us in about six months.

Your team achieved a settlement more than 33% of additional monies on top of the insurance companies initial reserve.

We appreciate that you more than proved your value again. Hiring GGG/Adjusters International is cost effective in time, labor, and expertise.

We are a happy customer. Please use us as a reference for you in the future.

Sincerely,



Jim Pelletier
CFO