



June 14, 2007

Mr. Tim Pegelow
Adjusters International
5821 Fairview Road, STE 215
Charlotte, NC 28209

Dear Tim,

We opened our Dairy Queen franchise four years ago with dreams of running a successful business and being an important part of the local community. A catastrophic electrical fire quickly put that dream on hold. As we looked at the ashes in confusion and grief, your professional analysis, prompt action, and extensive industry knowledge eased our minds. Since both my wife and I worked other full time jobs, having someone on our side to make the needed phone calls, answer questions, and act on our behalf made this catastrophe less burdensome.

We would like to say how appreciative we are for your professionalism and for the successful resolution of our insurance claim. Prior to seeking your assistance, picking up the pieces and tackling the daunting task before us seemed overwhelming. By using your services, our minds were at ease knowing that someone had our best interest at heart.

We were very pleased with our results and would certainly recommend your services to others.

Sincerely,

David + Dana Best

David and Dana Best
3-D Treats, Inc/dba Dairy Queen