

**RICHARD BESSEY
RILY, LTD
P.O. Box 554
CENTERVILLE, UT 84014**

July 14, 2014


Adjusters International
3575 North 100 East, #125
Provo, UT 84604

We would like to thank you and your team for all of the hard work that you did on our behalf following the devastating fire in Idaho Falls, Idaho. The fire damage was disruptive to our apartment complex and its residents and we did not have the capabilities to deal with the insurance company on our own. It was quickly apparent that the insurance company was not interested in what was best for us. They were only interested in paying as little as possible. We met with David Droubay of Adjusters International to help us understand the complicated insurance process. Clearly with your involvement the playing field was leveled.

We are confident that without you we would not have recovered as much as we did. You were able to identify the deficiencies in the insurance company's building estimate which resulted in an additional payment of almost twice the proposed amount. Your expert negotiating abilities coupled with your attention to detail and persistent follow up assured the claim would be settled for a fair amount. You left no stone unturned.

Please feel free to share my contact information with anybody that is considering hiring your firm. We don't believe anybody should undertake the daunting task of dealing with an insurance company in a fire claim as they will quickly learn that the insurer does not have the insured's interest entirely at its heart. Again, thank you and Adjusters International for your tremendous efforts.

Sincerely,


Richard Bessey
Rily LTD
801.897.3710