

Donald & Christine Moore

May 19, 2015

Russell Thomas, Public Adjuster
Miller Public Adjusters
15310 Amberly Dr., Suite250
Tampa, FL 33647

Dear Mr. Thomas:

We wish to express our sincere thanks and gratitude for your professional services on our behalf. During our recent water damage experience, your involvement and expertise brought us peace of mind in a stressful situation and helped us to obtain a satisfactory claim settlement for us to return our home to normal. A friend of ours who had experienced two homeowner water damage episodes told us that "a public adjuster is worth his weight in gold," and we now believe this to be true. Most likely, not all public adjusters have the same level of knowledge and experience as you do, so we were fortunate to find you and have you represent us. Because of your background in water and mold remediation you were able to advise us as to standards the selected contractors should follow, which alleviated many questions for us. In addition, your ability to determine the cost of the repairs, to document our claim, and to negotiate with our insurance company on a settlement in our favor is well worth your fee. In the end, we came out better than expected overall because of your representation.

Finally, we appreciated your excellent communication, keeping us informed and checking with us frequently to see how things were progressing during the remediation process. We enjoyed our conversations with you and your easy going personality; you actually made an unpleasant situation much more bearable. We wish you all the best in the future and will highly recommend you to all prospective clients.

Thank you again for your wonderful services.

Sincerely,

Donald & Christine Moore