

Mike,

We wanted to thank you for the incredible service we received from you and your entire team at Young Adjustment Company, Inc. following the loss of our investment property at 623 First Ave. in Galloway, NJ on July 10<sup>th</sup>, 2014.

During a very stressful and emotion-filled time you took the time to explain everything that was going on and put our minds at ease that you would handle each and every step of the process. Your handling of our claim far surpassed any expectations we had regarding a recovery for our loss. Your thorough and detailed approach to unraveling the complexities of our policies was quite astonishing and greatly appreciated.

I would be remiss if I did not mention, not only your professional approach to your work, but also the personal touch you bring to the table. Your respective technique made a difficult time a little easier to get through and your timely phone calls, emails and text messages also kept us in the loop about what was going on. When we heard from you regarding an issue, we always felt that we were speaking with a friend.

In closing we would like to thank the rest of your staff who supported us during this claim process. Braving excessive heat and working under less than perfect conditions, every member of your team maintained a professional attitude and showed respect to our family. Their genuineness and sincerity was greatly appreciated.

Again, thank you for the great service we received, but more importantly thank you for your patience, doggedness and attention to detail during this process. The name Mike Reiter, and Young Adjustment Company, Inc. will always be the first information we recommend to anyone we encounter who needs assistance during a loss.

Thank you and God Bless,

Jeannie and Steve B.  
Galloway, NJ