

Seltser & Goldstein Public Adjusters, Inc.
900 Cummings Center
Beverly, MA 01915
Attn: Chris Dong

Dear Chris,

From the very first phone call to your office, you made everything easy for me, and my office staff to understand and follow.

Having just suffered a major water loss to the property that we manage and seeing the volume of water escaped from the sprinkler lines, my thought was what am I going to do now.

I recall my prior boss using your firm, but felt I could handle things on my own, boy was I mistaken!

No need to reiterate and retell the problems we had with our insurance company adjuster, their cleaning-up crews and so forth, as you already know first hand what they tried to do to us in their attempt to mitigate damages.

All I can say is thank you. You were there when we needed you the most. All our telephone calls were returned promptly, usually within several hours, and every question was answered with confidence and sound guidance.

As property manager, I was shocked with the lack of direction I received from my insurance company and their adjuster. Truth be told, when I was told to read my insurance policy, I felt so belittled and unimportant that I could sense that something wasn't quite right.

We were relieved that everything you did was done in a timely fashion and for the full extent of the damages.

We sincerely thank you and your entire team of adjusters and secretarial staffers who cared for us with such compassion and patience.

Our goal for rebuilding and reconstructing all 18 units were achieved and most importantly the dollar value we received exceeded our expectations.

Should anyone need a referral, please send them my way.

Very Truly Yours
Mike
Property Manager