

Seltser & Goldstein Public Adjusters, Inc.
900 Cummings Center
Beverly, Ma 01915
Attn: Gary Goldstein, Owner

Dear Gary,

While the fire trucks were parked in front of my house, I thought to myself about my insurance policy, having paid all those premiums for the past 20 years.

I felt confident that my insurance company would be there for me when I needed them the most. I decided to put my worries to bed as I cried and watched my home burn to the ground.

The next day, I contacted my insurance agent and waited for an adjuster to arrive from my insurance company. Much to my chagrin, the adjuster arrived on the scene, without any prior communication or notice.

Once on my property, he asked me a few basic questions, took several photographs and walked around my property; his entire visit lasted no more than 20 minutes. Before he left, he handed me a pile of papers and told me to "fill them out."

I was left clueless and frustrated, dazed and confused. I felt helpless at the hands of my own insurance company; mind you I never had a claim in over 20 years. And after confronting the adjuster, he advised that I should read my insurance policy and comply the language that spells out what to do after a loss.

Having tried to follow the adjuster's instructions, my family and I became upset and sad with the way we were being treated.

I immediately recall Anthony Quiles's pleasant introduction, his concern for our well being and called your office for an appointment for him come and help us out.

Right from the start, after engaging your services, my family and I sighed a sigh of relief. Finally, we had a team of people that cared for us. Your staff of qualified adjusters, inventory experts, structural estimators and everyone else that came from your office, was superb in assessing the damages and communicating with us like we were not second-class citizens.

We thank you from the bottom of our hearts for making sure that our insurance company paid us the right amount of money for all our damages and that we were not taken advantage of by them, their adjuster and their affiliates.

Without hesitation, I would recommend Seltser & Goldstein Public Adjusters, to anyone who has a fire to his or her home or business, you folks put our minds at ease and helped us put our lives back together. We are forever grateful.

Sincerely,

Marc and Paula