



Who we've **HELPED:** national client profiles

STATE OF OKLAHOMA

Governor's Task Force

Oklahoma City, Oklahoma

Served on Governor's Task Force,
assessing \$652 million in damages emanating from the
Oklahoma City Bombing

PORT AUTHORITY OF NEW YORK & NEW JERSEY

New York, New York

Assisted the Port Authority with property and busi-
ness interruption losses resulting from the World Trade
Center Bombing and 9/11 attacks

GOVERNMENT OF KUWAIT

(Public Authority for Assessment of Compensation for Damages Resulting from Iraqi Aggression) Assisted the Government of Kuwait with their
war reparation submissions to the United Nations

CONTINENTAL AIRLINES, INC.

Houston, Texas

Typhoon damage at their hub station in Guam

THE PILLSBURY COMPANY

Minneapolis, Minnesota

Earthquake damage caused an ammonia leak at a
frozen food processing plant

JC PENNEY CO., INC.

Plano, Texas

Earthquake damage at multiple retail locations in
California

SOUTHERN PACIFIC RAILROAD

San Francisco, California

Damage at various locations resulting from flooding in
the Midwest





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The *right* way to settle claims®

THE GILLETTE COMPANY

Boston, Massachusetts

Damage to a facility due to the Los Angeles earthquake

LSG LUFTHANSA SERVICE, INC.

Tamuning, Guam

Typhoon damaged the flight kitchen of the only industrial caterer for commercial and airline use in the Mariana Islands

FEDERAL REALTY

San Jose, California

120 million-dollar fire destroyed much of Santana Row, a high-end mixed use development in San Jose, CA, just a few months before its scheduled opening

CLASSIC RESORTS

Maui, Hawaii

Condominium and timeshare owners/managers in Hawaii suffered extensive damage to a condominium complex on Maui due to fire

LaSALLE HOTEL PROPERTIES

Various Locations

Hotel owner/operator suffered numerous losses due to hurricanes

NITZE STAGEN (STARBUCKS BUILDING)

Seattle, Washington

Extensive damage to Starbucks headquarters building from the Nisqually earthquake

DiMARE

Coachella Valley, California

National fruit & vegetable grower/packer/distributor lost a major packaging warehouse due to fire

GERBER CHILDRENSWEAR

Dominican Republic

Extensive damage to facilities in the Dominican Republic from Hurricane Georges



YORK INTERNATIONAL

York, Pennsylvania

York, PA, manufacturing facility destroyed in an explosion

INTERSTATE BUILDING

Honolulu, Hawaii

Largest high-rise fire in Honolulu history extensively damaged this commercial condominium building

MICREL SEMICONDUCTOR

San Jose, California

Wafer implant accident required creative solutions to problems that arose



MALDEN MILLS

Lawrence, Massachusetts

Fire destroyed all but one building of this major textile manufacturing complex

ILLINOIS BELL

Chicago, Illinois

Telephone service to 40,000 customers was lost when a major fire destroyed a central switching station

**ELIZABETH ARDEN RED DOOR
HAIR & BEAUTY SPA**

London, United Kingdom

An extensive fire at the London beauty spa, as well as a second fire to their Washington, D.C., location

PURITY BAKERY, LTD.

(Sunshine Group of Companies)

Nassau, Bahamas

Commercial bakery and snack food distributor destroyed by fire

THE WASHINGTON BALLET

Washington, District of Columbia

Two incidents with extensive flooding damaged the studio floors and dressing rooms

CARRIAGE INDUSTRIES

Calhoun, Georgia

Snow buildup from the blizzard of 1993 caused the roof to collapse on this carpet manufacturer's facility, and a fire the following summer destroyed one third of the same plant.

SNYDER'S OF HANOVER, INC.

Hanover, Pennsylvania

Fire in a large pretzel oven forced this snack food producer to shift their production process in order to resume operations and meet orders

FIRST UNION

Charlotte, North Carolina

Fire damaged this bank's Charlotte location



DALLAS PUBLIC SCHOOLS

Dallas, Texas

Hail damage at many of the district's schools

CITY OF RENO

Reno, Nevada

Business district flooded when the Truckee River overflowed its banks

PUERTO RICO TELEPHONE COMPANY

San Juan, Puerto Rico

Damage to a telephone switching center

CARGILL INC.

Caracas, Venezuela

Landslides forced the closing of a pasta manufacturing plant and the Port of Caracas, halting this manufacturer's production and raw material supply

BAHAMIAN TELECOMMUNICATIONS CO.

Nassau, Bahamas

Extensive damage to the telecommunication company's buildings, towers, and radio equipment due to Hurricane Andrew

GOVERNMENT OF THE VIRGIN ISLANDS

Charlotte Amalie, Virgin Islands

Hurricane Marilyn caused damage to more than 300 municipal buildings



LA-Z-BOY GALLERIES

Pittsburgh, Pennsylvania

Retail showroom damaged by fire

TENNANT, INC.

Uden, Netherlands

Fire destroyed the European manufacturing facilities of this U.S. company

**GENERAL CIGAR HOLDINGS/
CULBRO TOBACCO**

Bloomfield, Connecticut

This tobacco grower lost their heritage seed stock in a fire, which resulted in a complex business interruption claim

CITY OF LOUISVILLE

Louisville, Kentucky

City-wide flood damage to municipal buildings

TRAMMEL CROW RESIDENTIAL SERVICES

Boca Raton, Florida

Apartment complexes damaged by Hurricane Andrew

CRUCIBLE SPECIALTY METALS

Syracuse, New York

Molten steel leaked onto a water line during processing, causing an explosion

SOUTH MIAMI HEALTH SYSTEMS, INC.

Miami, Florida

Major metropolitan hospital damaged by Hurricane Andrew

NATIONAL DOLLAR STORES

San Francisco, California

Losses at three locations resulting from earthquake, fire and rioting

JAMAICA PORT AUTHORITY

Kingston, Jamaica

International port damaged by Hurricane Gilbert

PAYLESS CASHWAYS

Kansas City and Elwood, Kansas

Flood damage at two retail locations of the third largest lumber supply company in the United States

BOARD OF UTILITIES OF KANSAS CITY

Kansas City, Missouri

Municipal water plant significantly damaged by flooding

DEAN COLLEGE

Franklin, Massachusetts

Fire heavily damaged this architecturally unique and historically valuable student residence

RENO/TAHOE INTERNATIONAL AIRPORT

Reno, Nevada

Flooding extensively damaged buildings, concourses and runways

PINNACLE REALTY MANAGEMENT CO.

Seattle, Washington

Fire losses at various locations

HOUSTON INDEPENDENT SCHOOL DISTRICT

Houston, TX

Assisted them with numerous claims due to flood, building collapse and fire

JEFFERSON COUNTY

Beaumont, TX

Storm damage to 49 county owned locations from Hurricane Rita

LOYOLA UNIVERSITY

New Orleans, LA

Identified damages overlooked in insured's original Katrina claim and then obtained indemnification for them



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ADJUSTERS INTERNATIONAL
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**MISSISSIPPI COAST COLISEUM AND
CONVENTION CENTER**

Biloxi, MS

Assisted them in expanding claim to include wind damage due to Hurricane Katrina

PORT OF PORT ARTHUR

Port Arthur, TX

Extensive damage from Hurricane Rita to busy shipping port

PACIFIC ETHANOL

Madera, CA

Fire destroys silos used to store raw materials for conversion to Ethanol.

OTIS SPUNKMEYER

Locations throughout the U.S. Katrina reduces sales at locations throughout The Gulf. Major business interruption claim

EUROFRESH FARMS

Wilcox, AZ

Packing plant, greenhouses and 4 megawatt power station destroyed in fire.