January 30, 2008

Best Western
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For Reservations Call
1-800-234-VIEW

Masood Khan, Esq.
Vice President
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RE: Windstorm Loss at Best Western in Seaside

Dear Masood:

We sincerely appreciate your outstanding work in resolving our complicated insurance claim. Our hotel in Seaside, Oregon, suffered a severe windstorm loss in December 2005. We were overwhelmed by the extent of damage and the lack of any help from our insurance company. At the onset the insurer's adjuster stated that the damage was less than $10,000, which was below our policy deductible, and simply closed their file. We were unsure of hiring a public adjuster at first. We were very fortunate to have found your firm to help us. Your team did a wonderful job of properly investigating, measuring, and negotiating the loss.

We were not well-versed in the insurance world to deal with estimating the building claim, understanding the complex policy and coverage issues, and presenting the business interruption claim in a format that would facilitate a fair settlement. Our insurance company was not helpful to us and at times was adverse toward us throughout the claim. They delayed settling the building and business income claim. The carrier claimed that we had not taken the proper steps to mitigate our damages. In fact, they hired a prominent Oregon law firm to help in reducing their claim payout and demanded that the matter be resolved at arbitration.

Despite their efforts, you and your team were fantastic in your negotiations. With your hard work we were able to settle the building claim for several million dollars, which was the right amount that we were owed to restore the hotel back to its pre-loss condition. Chris Glenister, CPA, did a great job in capturing the business income loss and resolving it without the need for going to arbitration. The fee we paid of almost $250,000 was well earned and more than likely much less than legal representation would have cost on our own.

We really appreciate all of your hard work and highly recommend you and your firm. Please feel free to utilize us as a reference for any potential client.

Sincerely,

Terrance J. Bichsel
President

OCEAN VIEW RESORT

Each Best Western is Independently Owned and Operated