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Mr. Severaid,

I can't thank you enough for the assistance I received from your company and team regarding the fire damage to my strip mall and hotel in Mountain View. Unfortunately, the fire pretty much burned the strip mall completely and caused smoke and water damage to several rooms in the hotel next door. I was assigned Jessica Bivens as my personal adjuster, and she took care of everything for me. She kept me updated on the process as it occurred and reached out as funds were received. Jessica was able to get me the full policy limits on the building and the hotel was repaired promptly and I was able to get those rooms up and running quickly. For such a damaging event, Jessica and her team literally took the concern of everything involving that claim out of my hands where I could focus on my everyday business. She obviously has been doing this for a long time because the process seemed effortless and I'm sure that it wasn't. I'm so grateful for the recommendation to use your company and I will not hesitate again in the future should I unfortunately suffer another insurance related disaster.

Truly grateful,

Andy Patel