



**BAYLOR  
COLLEGE OF  
MEDICINE**

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Jeff Shaw  
Director of Disaster Services  
Adjusters International  
126 Business Park Drive  
Utica, NY 13502

Re: Disaster Recovery Services

Dear Jeff:

I am very pleased to have the opportunity to write this letter in support of your professional services.

You and your team have provided invaluable assistance in the College's recovery efforts in response to Tropical Storm Allison in 2001. Your knowledge of the often complex FEMA process, coupled with your insurance industry experience, have been of enormous benefit to us.

I would be glad to speak to potential clients should they desire additional information or an opinion from me.

Best Regards,

Cyndi M. Baily