

Swerling Milton Winnick  
Public Insurance Adjusters  
36 Washington St., Ste. 310  
Wellesley Hills, MA 02481-1917

Dear Jeffrey and SMW Team:

I want to thank all of you very much for assisting my family and me after our house fire that occurred on May 3, 2009. Before this experience we had no idea what services public adjusters provided. We soon discovered that we were unprepared to even decipher the details of our home owner's insurance policy and that we would not be able handle the innumerable details of replacing property and rebuilding without knowledgeable assistance. To have the expertise of your team to work with us was the best (and easiest) decision we made.

While having a house fire was devastating, we were fortunate no one was injured and our house was not a complete loss. However, even while the fire was still burning, there were people from various types of companies trying to pressure us into doing business with them. Jeffrey Winnick introduced himself, presented his card and left. He returned the next day when everything had settled down and explained what services SMW offered. We immediately knew we required this type of expertise to deal with all the details.

Over the next few days, we met other SMW team members including Tony Scarpellini and Dayle Swerling Burke. They were professional, courteous and their experience reassured us at this difficult time.

Our personal property loss was meticulously detailed by Dayle in a manner that we would not have been able to be duplicate without an extraordinary amount of time and effort. Over the ensuing months, Dayle worked closely with us and with the insurance company to recover our losses, carefully maintaining documentation of expenses and receipts to submit.

Likewise, the scope of work for repairing the house damage was so professionally assessed and documented by Tony that the insurance company was clear on the extent of the damage. This allowed our claims to be processed in a timely manner. Tony also worked with us to review and evaluate contractor proposals to help us make the best choice. Many contractors do not have experience in dealing with rebuilding fire damaged dwellings.

There is no doubt that without the expertise of SMW we recovered the maximum amount of reimbursement we were entitled to under our insurance policy. We highly recommend Swerling Milton Winnick to anyone who experiences a similar situation.

Sincerely,



Donna Gallant and Family  
Waltham, MA