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Swerling Milton Winnick
36 Washington Street, Suite 310
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Gary and I would like to thank everyone at Swerling Milton Winnick for your help during what was one of the most devastating events in our lives. While we all read about house fires and people losing everything, you can't begin to comprehend the feeling until it happens to you. We were suddenly and involuntarily immersed in a world that we knew nothing about.

When we met Paul at the Homewood Suites in Manchester, we knew right away that we were going to be taken care of. Before we even signed a contract, Paul was offering sage advice and brought us into focus as to how we should proceed. When we hired your company, our insurance company definitely took notice. We immediately noticed a decrease in intensity of their behavior and the situation took on a very professional tone. It was just what we needed.

Diane and her crew arrived at our burned out house in the middle of winter and spent three days taking detailed inventory. Jim was equally amazing. His knowledge of construction, electrical, heating and ventilation, plumbing and so on was deep and broad and he explained everything in laymen's terms. The list we received from your company was more than we ever anticipated. All in all, I would say we had over 100 pages detailing our house and belongings down to the last nail and pair of socks. Nothing was missing. Diane and Jim communicated regularly to keep us informed and to keep us as a member of the team as we supplied necessary information to them. It was this focus that diverted our attention from what had happened to us and we found it to be very therapeutic.

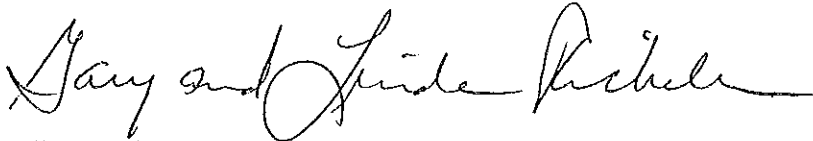
We also learned how difficult it is to negotiate with an insurance company when you are dealing with such large numbers. We honestly feel we would have never received as much as we did from the insurance company if it hadn't been for you. As we discussed, the adjustor for the insurance company was very overbearing but you took that issue away from us and we are ever so grateful.

Our new home is lovely and we have you to thank for that. While it will take time to replace our personal items, we are creating new memories.

If we can serve as a reference to any of your clients, please feel free to give them our names. Over the winter, I encountered a family that had just lost their home and I wasted no time recommending you to them. I hope they called.

Your company is highly experienced and very professional. You are very well networked in your field which is a solid plus. We honestly feel you were worth every dollar we paid and we thank you over and over for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Gary and Linda Richelson". The signature is written in dark ink and is positioned above the printed name.

Gary and Linda Richelson