

JOYCE LEE

CHINA BUFFET

Dine In | Take Out

February 13, 2014

Joyce Lee China Buffet
684 West Veterans Parkway
Yorkville, IL 60560

To Whom It May Concern;

I am writing to personally thank the entire Eco Shield Public Adjusters team. I was very pleased to find a company that could represent me before my insurance company with such ease and attention to detail. Thank you for your outstanding service and for your commitment throughout the entire process to complete the construction and renovation project within the allocated time frame and within budget. Eco Shield Public Adjusters have played a key role in guaranteeing a future for our business that will enable us to successfully continue servicing our clients throughout the coming years. I felt confident relying on their public adjuster representative's expertise during the claims procedure as they were there to anticipate and address every detail.

After quite the wind storm several shingles were blown off our roof, and I was advised by Eco Shield Public Adjusters to schedule an inspection with my insurance provider. The insurance representatives came out to my property to assess the damage, but only wanted to pay for repairs on wind damaged shingles which was unacceptable. Eco Shield Public Adjusters then sent the city codes to the insurance company alleging that the concept of indemnity is to restore previous value before the loss, and to fix parts of the shingle would not be doing so & thus hinder business. The reparations would not be up to par with what we originally had placed on the building, and it was not what we were trying to achieve for the long term duration of our building structure. After submitting the necessary building codes and provisions in the policy they were able to achieve an extremely satisfactory settlement.

Our roof was then upgraded to a 30 year architectural shingle with no extra cost, as well as adding an EPDM roofing system & roof insulation. The Eco Shield Home Design construction crew was also extremely professional & provided excellent quality work. The Eco Shield Public Adjusters team was able to increase the scope by 25% to cover all of our facility's renovation needs.

Thanks again for everything, the performance in every aspect of the process was excellent and the quality was of top caliber. A project of this size and complexity came in on time and under the original budget. We would highly recommend your service to anyone.

With sincere gratitude,



Joyce Lee

Owner

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