

May 15<sup>th</sup>, 2018

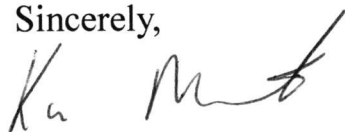
Karen Marando  
5740 NW 62nd MNR  
Parkland, FL 33067

To whom it may concern:

I write this letter with great appreciation for the work that Ryan Risteen and team at Phoenix have done to help me with my Hurricane Irma and my AC leak claims. We attempted the claims process on our own previously and were not taken care of by our insurance company. In fact, the vast majority of our damage was overlooked and underpaid. The insurance adjuster's estimate and even his measurements were totally wrong. After hiring Ryan, we received a 300% increase from our original offer from Tower Hill on the Irma claim. I also recovered more than twice the initial offer on our AC claim with his help.

I would highly recommend his service to anyone with an insurance claim, I wish I had called him first before I tried to deal with my insurance company on my own. There is so much I don't know as a homeowner about how the claims process works.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ka Marando', written in a cursive style.

