

FOREST VILLAS CONDOMINIUM APTS. INC.
8800 N.W. 30 Street
Coral Springs, FL 33065

June 5, 2009

Gary Greenfield
Certified Public Claims Adjuster
Five Star Claims Adjusting
1640 W. Oakland Park Blvd., Suite 202
Oakland Park, FL 33311

Dear Gary:

On behalf of the residents of Forest Villas Condo Apartments, the Board of Directors wants to thank you and the entire team at Five Star Claims Adjusting for your success in the settlement of our hurricane damage claim.

After hurricane Wilma made her path through our complex in October 2005 we, like so many other associations, made a claim with our insurance carrier. We were told that due to the age of our buildings and the deductible clause in our policy we did not qualify for any assistance. This was devastating news as we had extensive damage to the roofs and no extra money in our account to replace them. With no other foreseeable options, we did an assessment and along with what little funds we could squeeze from our operating expense account, were able to repair the roofs that were leaking at that time.

For the next few years that followed, we were either still repairing roofs or having blue tarps installed to cover them. We continued on this path until the blessed day of March 10, 2008, that you came knocking on Debbie Castillo's door. It was obvious from the look of our roofs we needed help, and there you were. At that time Debbie was our President and within a few days had scheduled the Board Members meet with you. When you told us you would like to represent us and attempt to work with the insurance company to reclaim our money, we were ecstatic just thinking about the possibility. This was the first positive news we had about our roof dilemma in nearly 2-1/2 years. At that time we entered into an agreement with Five Star Claims, which we all agree now was the best decision the Board of Directors ever made on behalf of our owners.

Now, just over one year later, you and your team have miraculously recovered close to \$600,000 from the insurance carrier — enough for new roofs on all 16 buildings in our complex as well as our pool house with no out-of-pocket cost to any of our owners.

Page two
Five Star Claims Adjusting

Not only were you successful in awarding us a substantial settlement for the damages to our roofs but also, as important, you kept your agreement 100% and our Board Members were informed of your progress along the way. We are appreciative that you have always been accessible to answer questions and always treated our association as if we were your priority.

We cannot say enough kind words about you as an individual to work with, nor your company for the "new" roofs. The service you provided Forest Villas has saved our small association hundreds of thousands of dollars and given our owners the assurance that their homes will have a new roof. While I hope that we will not face the need for your services in the future, you are the person we would count on to recover claims on our behalf.

Best regards,

A handwritten signature in cursive script, reading "Constance L. Mentel". The signature is fluid and elegant, with the first name being the most prominent part.

Constance L. Mentel
Vice-President

Cc: Benchmark Property Management Company
Forest Villas Condominium Association Board Members