

TAOS QUALITY INN

December 30, 2005

Mr. R. Scott deLuise, CCIM, SPPA
Matrix Business Consulting, Inc.
2000 Little Raven St. #6B
Denver, CO 80202



BY CHOICE HOTELS

RE: Wind damage to roofs at Quality Inn

Dear Scott:

Thank you and Jan for the extraordinary adjustment work done on our roof claim. We could never have obtained the settlement had you not handled this for us!

Our insurance company insisted that only one of the two roofs on the hotel was damaged by this freak windstorm, and only then because it blew completely off. Your expertise in developing a scientific proof that the other was wind damaged clearly demonstrated to the insurance company that both were damaged, and we were paid accordingly.

The interesting thing about this claim revolved around the adjuster's insistence that the other roof was not damaged, even though his opinion was derived solely from his unscientific personal observations. I learned that these adjusters use their own training and biased presentation to others to under-pay these claims. This was the same thing that happened when you handled the Quality Inn fire claim a few years back.

Please feel free to have anyone call us who wants verification of the value of your services. I will do what I can to educate them of my experiences.

Sincerely,
QUALITY INN OF TAOS



Ken Blair, Owner

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