

*Rancho de
Chimayó*



"a timeless tradition"

July 30, 2010

Matrix Business Consulting
340 E. 1st Avenue, Suite 300
Broomfield, CO 80020

I would like to personally thank the Matrix Team for the outstanding manner in which you handled my insurance claim for the fire that nearly destroyed my historic restaurant. Retaining Matrix, and having you serve as my advocate in resolving the claim, allowed me to focus on efforts to re-open my restaurant.

The claims process was extremely difficult and trying for me as I had wanted to partially open my restaurant shortly after the fire – I didn't want to lose my loyal customers, nor my loyal staff. Immediately after the loss, the insurance adjuster for my insurance company attempted to persuade me the damage was minimal. I knew then I would need assistance with my claim.

Without your expert guidance in preparing the various portions of the claim, submitting on my behalf records to support the claim, your review of the policy to rebut assertions that certain coverage did not exist, and your continued communications with the carrier's representatives, specifying how their actions and analyses were not reasonable, I would have received approximately one third of the amount the carrier ultimately paid on the claim.

There is no doubt that had I not retained Matrix, I may not have been able to successfully re-open my restaurant. I cannot share enough how important it was to have an advocate working on my behalf; I did not want the insurance company to direct the claims process, suggesting it knew better than me what was best for my business. I very much appreciate the services you provided and will recommend you to other business owners without hesitation.

Sincerely,

Florence Jaramillo
Florence Jaramillo