From: Clyde M. Takayama [ctakayama@maunakearesort.net]
Sent: Tuesday, September 29, 2009 10:45 AM
To: Jim Warren
Subject: Settlement

Aloha Jim,

My apologies, I was out of the office when I got your text regarding the settlement. Congratulations!!! It was a long and arduous journey, nearly 3 years, many site inspections by insurance people, consultants, inspectors, etc., too much Terry Paret! The best thing that happened was when they hired Adjusters International! Don't know what would have happened if we didn't have your company's help in dealing with the insurance adjusters and consultants. Hopefully it was a good settlement and it worked out for everybody. As usual, when I got back to the office, the chaos was waiting and accumulating but I finally have a chance to email you. Funny thing is nobody mentioned the settlement when I got back to the office. Nothing from PRH, I'm sure they cannot say much.

Thank you both for everything you did for our company. Most of all, thank you for the friendship that we share and will always have. Hope all is well with you and your families and Emily and I wish you the best for health and happiness! Take care and we look forward to seeing you again.

Mahalo,

Clyde Takayama | Director of Engineering

Mauna Kea Resort

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December 29, 2009

Gordon Scott, President
Adjusters International
400 Oyster Point Boulevard, Ste. 519
S. San Francisco, CA 94080

Dear Mr. Scott:

As counsel for the Mauna Kea Beach Hotel and Hapuna Beach Prince Hotel ("Mauna Kea Resorts"), I write this letter in appreciation for your and Adjusters International's efforts in reaching a satisfactory resolution to what could have easily been a very long and exhaustive litigation.

As you know, our client sustained major damage to both of its Hotels as a result of the Earthquakes that occurred on October 16, 2006. The losses were large and their claims were extremely complex. Several layers of insurance were involved.

Both Mauna Kea Resorts and this Firm recognized the need to retain professional services such as that provided by Adjusters International. Once retained, you were extremely helpful in handling the claims on behalf of the Client, from reviewing the policies, attending site inspections with the insurer's experts, attending meetings with the Client and assisting in quantifying the actual and potential losses. Your team conducted themselves with extreme diligence, integrity and absolute professionalism. With the assistance and guidance of these professionals, Mauna Kea Resorts reached an amicable resolution with the insurer.

We would-and do-recommend Adjusters International to anyone faced with the task of attempting to navigate a complex insurance claim.

With much appreciation and Aloha,

Lanson K. Kupau

LANSON K. KUPAU
for
KOBAYASHI, SUGITA & GODA

MAUNA KEA RESORT

ISLAND OF HAWAII

March 29, 2010

Adjusters International
Seven Waterfront Plaza
500 Ala Moana Boulevard, Suite 400
Honolulu, Hawaii 96813

The October 16, 2006 earthquake that affected the north west coast of the island of Hawaii caused extreme damage to the Mauna Kea Resort, and in particular, the Mauna Kea Beach Hotel. Upon preliminary investigation, the hotel's structural consultant recommended closing the Mauna Kea Beach Hotel on December 1st, 2006 due to concerns of the potential effects of aftershocks on the damaged structure.

The hotel representatives and consultant group initially dealt with the insurance adjusters who were on site to investigate the claim. During the second layer insurance adjuster's investigation, it was obviously getting very complicated and difficult to deal with the insurance consultants and their adjusters. The insurance adjusters denied the need to close the hotel, were on site daily, unescorted and attempting to direct the repair plans as well as the work of the hotel's consultants and contractors. During a meeting between the insurance group consultants and the hotel representatives and consultants, the insurance adjuster accused the hotel of not expediting repairs and disputing the repair plans initiated by the hotel consultants. Shortly thereafter, upon initiating preliminary repair work by the hotel, the insurance adjusters questioned the authorization of the work and demanded a stop work order. The following week they denied requesting a stop work order. It became obvious that the hotel needed to retain a specialist in dealing with the insurance company, their adjusters and consultants.

Based upon the recommendation by the hotel's legal counsel, Adjusters International was retained as "insurance adjusters" representing the hotel's interest. Adjusters International immediately took control of the situation, first, by meeting with the hotel consultant group and coordinating their repair plans and establishing a protocol for dealing with the insurer. Second, establishing guidelines for the insurer, their consultants and adjusters such that they were always escorted and their activities controlled. The primary benefit was that the hotel consultant team and general contractor were allowed to focus on the earthquake repairs instead of dealing with the insurance adjusters.

Adjusters International performed their duties in a highly professional manner exhibiting extraordinary knowledge in insurance claims processing, representing and fighting for the best interests of the policy holder, Mauna Kea Resort. This was further evidenced during the earthquake damage repairs at the Hapuna Beach Prince Hotel and in subsequent handling of the third and fourth layer insurers the latter of which went into litigation.

In any insurance claims processing, we would highly recommend the services of Adjusters International without hesitation.

Sincerely,

Clyde Takayama, Director of Engineering
Mauna Kea Resort

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