

Dynamic Food

To whom it may concern:

In 2019 we used the public adjusting services of Alpha Public Adjusters to work with our insurance company on a hail damaged roof claim on our Lubbock, Tx. facility. The insurance company initially denied the hail claim, and brought in an engineering firm to justify their position of no hail damage. Alpha challenged the engineer's inspection and the carrier's adjuster agreed to have their engineer inspect the roofs a second time. Again Alpha challenged the engineer's report which Alpha believed was based on an incomplete inspection.

Our insurance company changed adjusters twice during the claim settlement process, and eventually hired a law firm to handle the claim. Throughout the process, Alpha was steadfast in their position that our roofs were damaged by hail and should be paid for by our carrier. Alpha meticulously built the claim file to argue for a damage settlement. It is my understanding that Alpha's public adjusters were on our roofs 12 times doing various inspections, taking core samples, doing roof moisture surveys with their infrared drone, and evaluating core samples under microscope in their lab.

We believe that Alpha's attention to our claim is why our carrier eventually awarded us a \$2.1 million settlement for the hail damage.

Respectfully,



Peter Donbavand

VP of Real Estate

And Business Development