

July 16, 2021

Michael Perlmutter
Chief Executive Officer
Alex N. Sill Adjustment Company
6000 Lombardo Center, Suite 600
Cleveland, OH 44131

Dear Mr. Perlmutter,

Once again, I am grateful for the expertise and management of the Sill organization on what was a most difficult insurance loss and claim. The wisdom and negotiations that Mike Hickie brought to the table proved invaluable in making sure we left no issue unaddressed. He is a tremendous advocate of the client and without him, we may have been fighting a losing battle. Additionally, Chris Jensen kept a close eye on the contractors to make sure the quality and scope of the repairs were done as proposed. He was most instrumental in that part of the process and truly is an amazing asset to your organization.

Additionally, going through a loss during Covid-19 may have been an issue, but not for your team. They truly exemplified excellence that helped pushed this project to a successful completion. No one has to sell our company on the benefits of your organization as we could not go through a large loss without both Mike and Chris. I am hopeful that I never need your services again, but if I ever do, be sure I am requesting the two of them.

I felt you should know this since it seems these days, people only write if they are unhappy. I can assure you that our company is both a happy and grateful client.

Very truly yours,



Joy Anzalone
Chief Operating Officer
(216) 464-5130 ext.120
joyanzalone@burtoncarol.com

Loss Location:

Great Northern Village Apartments
5272 Victoria Lane
North Olmsted, OH 44070

Approximate Loss: \$1,800,000