

August 4, 2009

To the EIS Group:

Re: The Gaddis Family:

In the English language the word thank you is often used to show heartfelt appreciation or gratitude for something someone has done or said. This seems like such an insignificant word to express our sentiment for the EIS Group. It started out as a regular day with everyone in my family making their way to school and work, but that regular day turned into a nightmare at 10:19 am on the morning of November 18th, 2008. A families worst thought imagined, a house fire. You try and think positive while making that fateful trip home, saying to yourself it's not going to be that bad. I must say I have never experienced anything such as this in my life. You often hear while watching the news of other families stating they lost everything, but to actually only be left with the clothes you were wearing is overwhelming to your very soul. Where do you go, what do you do first, how could this happen. These are all the questions that come to mind while you are dealing with the loss, the fire department, concerned neighbors and friends. We had never heard of public adjusters and weren't really sure of their role. We felt that our insurance company would take excellent care of us; I mean that is what you pay for. They introduced themselves and gave us a brief synopsis of their function. The one thing that stands out in my mind about EIS is they gave us our time to process. They didn't become overbearing. They let us know they were there for questions and support. We knew they were there but they stayed in the shadows. Do understand the vultures were buzzing, quickly to bad talk other companies including our own insurance company. The EIS Group told us what they could do for us. That their goal was to take as much of the stress and red tape off of us. I must admit I was VERY skeptical, who do trust. I was not going to become a statistic. That's when they called in the big guns a soft spoken but

knows his business Marvin. How I appreciate and respect that gentleman. Marvin told us it was okay to grieve, it was a loss. He gave it to us straight and that is what we needed to hear. The EIS Groups goal was to get my family back in our home as soon as possible. They didn't pressure us to sign anything or make promises; they just jumped in and let their actions speak for them. They were there every step of the way. It could be day or night, week-ends or a holiday we could call and get a direct response. It was a hard road to travel but without EIS it would have been an even more difficult journey. Our home was complete and we returned in June 2009. It is simply beautiful.

I would like to take this time and thank all of the staff at EIS especially Victor, Marvin, Janina, Margie, my main guy Tony and his staff.

Words cannot express how much we appreciate you all. You didn't walk this journey behind us, you walked it with us.

Many blessings and success to you all:

A handwritten signature in black ink that reads "The Gaddis Family". The signature is written in a cursive, flowing style with a large, sweeping flourish at the end.

The Gaddis Family

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