

2711 LBJ Freeway  
Suite 900  
Dallas, TX 75234  
(214) 488-5139  
cunninghamlindsey.com



Mr. Guy Grand, Director  
Veteran Adjusting School  
P.O. Box 3976  
Sedona, AZ. 86340

January 22, 2018

Dear Guy,

It was my sincere pleasure working with you on the development and launch of Veteran's Adjusting School. Your mission of serving veterans by giving them a strong foundation to enter the world of property adjusting aligns with our goals at Cunningham Lindsey.

For over 100 years Cunningham Lindsey has served the industry with global loss adjusting, claims management and risk solutions. And, during the past 75 years, its subsidiary company, Vale Training Solutions, has trained automotive estimators and residential and commercial property adjusters with a similar focus to VAS; developing a talent pool for the insurance industry by providing the skills for a rewarding career to help insureds recover from a loss.

Based upon our mutual interests in serving veterans and the industry, Cunningham Lindsey is delighted to participate in the VAS partner program. We will actively review all student rosters and monitor their progress through the program. Upon graduation, we endeavour to place graduates in available staff or field positions. We are proud to be listed on the VAS website and recognized as a partner organization.

Sincerely,

**Douglas Dell**  
Vice President & Director  
Vale Training Solutions, a Cunningham Lindsey Company



**Insurance Claims Adjusters**  
11405 N. Community House Road Suite 400  
Charlotte, NC 28277  
Phone 704 227-3500  
Fax 877 807-9670

June 1, 2016

Guy,

Back in 2012, when you asked Insurance Claims Adjusters (ICA) to become a partner of Veteran Adjusting School (VAS), we were proud to join forces and help our military men and women find a rewarding career in insurance adjusting. We were familiar with you and your partner's – Gary Pitts - work product as independent adjusters, and we were confident in your ability to provide well trained and qualified new adjusters to our growing roster. Four years later, I am happy to say that our trust in you has paid out dividends. To date, I believe we now have 14 of your VAS-Trained Insurance Adjusters on our roster and they are all performing above expectations. In fact, we now have 7 of your adjusters working for us as W2 employees.

As you know - insurance claims adjusting - especially catastrophe adjusting - has always been basically an unknown vocation within the insurance industry. Those of us that have been in the business for any length of time know we have always had to find friends or family to fill vacancies, and that the primary training method is done by going into the field with a seasoned adjuster and learning on-the-job. The major flaw with that model was the fact that the seasoned adjuster who was assigned the claim was a lot more interested getting the claim done and pulling in revenue than he was in training the rookie. Whatever training might take place was the result of the rookie having a front-row seat and getting an overview of the process – it was not a formal training program.

Your knowledge and insight into the unique nuances of our industry has changed all of that. It is amazing to watch VAS take a person that knows nothing about adjusting - or even construction for that matter – and turn them into a well-trained adjuster in just six short weeks.

We both agree that you can't teach – or learn – all there is to know about adjusting in six weeks. But I want you to know that we definitely feel confident in hiring your graduates. It is easy for us to support them knowing that they have the knowledge and the skills that the VAS mentorship program has provided them.

A true partnership is one where ALL parties receive a win, and this doesn't actually occur that often in business. From our vantage point, VAS has indeed accomplished this goal. We are honored to support our military personnel as they enter our profession and look forward to our continued partnership with VAS.

Sincerely,

Dave Perkins  
VP Claim Operations  
Insurance Claims Adjusters Inc.

Veteran Adjusting School,

I recently had the opportunity to observe week 5 of the adjuster training you conducted at the Veteran Adjusting School (VAS). Having been in the claims business 40+ years and specifically catastrophe response for 25 of those years, I have seen many adjusters learn the complexities and satisfaction of our trade. Yes, both are true. Adjusters have to observe, analyze and articulate many nuanced variables in order to quickly and accurately assess damages to structures and settle claims. However, when they learn the techniques that give them confidence to execute their jobs properly, they find great satisfaction in helping people who have suffered a catastrophic loss rebuild their lives.

VAS techniques provide an environment that very closely mirrors real-life situations. Adjusters are confronted with in an environment where it is safe to fail while offering support and mentoring to get the adjuster trainees to a higher level of readiness before meeting that first REAL customer. But what really sets VAS apart, in my view, is the mentoring, which continues well after the students complete training until they no longer need assistance and are comfortable in their new role. The VAS graduates leave with the feeling that they can rely on their trainer/mentors and each other for support and comradery because they became part of a team – a team dedicated to providing the best service to those customers that have been adversely impacted by disaster.

We at Pilot look forward to working closely with VAS moving forward through student sponsorships. Additionally, we are prepared to prioritize graduates to acquire field or inside positions to get them working in our business and representing the Pilot brand. We are proud of the work that VAS is doing for the veteran community and for the skilled, enthusiastic new talent you are bringing to our industry as a result. We plan to do everything we can to advance opportunities to all VAS graduates.

Sincerely,

Pilot Catastrophe Services



June 17, 2016

Guy,

Insurance adjusting isn't for everyone. For adjusters that are committed to helping homeowners after a loss and are willing to continue to learn and adapt with the industry, claims adjusting can be an extremely rewarding career. Property insurance adjusting and especially Catastrophe adjusting is one of the few jobs in our country that you can take with you anywhere. There isn't a year that goes by that our country doesn't experience storms that cause damage and require the service of dedicated individuals to help homeowners get their lives back in order.

Choice Solutions has strict hiring requirements. CSS typically will not hire new adjusters without two years' experience. We have to make sure that our new hires know the software and principles of adjusting prior to joining our team. We make an exception for VAS graduates as they come to us with the knowledge needed to put them directly into the field. The fact that VAS goes the extra mile to assure their graduates have mentors that work with both their partners and their graduates is something we value.

Teaming up with the VAS-Trained Insurance Adjuster program has been rewarding and beneficial to us. We look forward to a long and fruitful relationship going forward. We are honored to support our military men and women as they enter their adjusting career and will continue to provide openings for your graduates as long as we have them.

Sincerely,

JT Pouland

President | Choice Solutions Services



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February 2, 2018

Dear Guy,

I am pleased to have had the opportunity to learn more about Veterans Adjusting School. Your efforts to train and assist our military personal to be ready for a rewarding career in the field of adjusting is commendable. We at Custard Insurance Adjusters have active, veteran and family members of military personnel on staff and would welcome the opportunity to add more to our team.

Custard Insurance Adjusters was established in 1962 by our founder Rick Custard and through his vision and entrepreneurial spirit, we have grown to become the largest privately held adjusting company in the United States. We presently serve over 4,000 clients providing true multi-line service throughout the United States with over 260 company owned branches.

We share the same entrepreneurial philosophy, pride of our county's military and the unique understanding as it relates to the education of highly skilled adjusters and are pleased with the opportunity to participate in the VAS partner program. Our Team is enthusiastic about the possibility of bringing additional skilled talent to our industry and upon graduation look forward to working with your graduates to place them in available staff or field positions. Custard is proud to have our company recognized and listed on your website as a VAS partner.

Sincerely,

A handwritten signature in black ink, appearing to read "Susan Meadows". The signature is fluid and cursive.

Susan Meadows  
SVP Corporate Development



To: Veteran Adjusting School  
P.O. Box 3976  
Sedona, AZ. 86340

May 18, 2018

Guy,

Worley Specialty Services is looking forward to a long-lasting business relationship with your team at Veteran Adjusting School. We are happy to work together with you and your team.

We believe this partnership will fall in line with our mission to provide superior customer service through quality, innovation and personal commitment; to service our customers with well-trained professionals dedicated to maintaining our commitment to honesty and integrity; and to approach each customer interaction by first understanding their needs and then providing expediency in claim and recovery services.

We believe this partnership will align well with our culture. Because our people are fundamental to the way we do business, they're at the center of everything we do. Their professional fulfillment, their work/life balance, their ability to contribute equally as part of a diverse workforce – these are all issues to which we give priority. Our people represent Worley's ultimate competitive advantage. Our culture represents the shared attitudes, values, standards and beliefs that define our organization and the people within it.

Again, we look forward to working with you and your trained adjusters.

Thank you,  
Darby Day  
Worley Specialty Services  
Director of Resource Development



February 22, 2019

Guy Grand, Managing Director  
Veteran Adjusting School  
P.O. Box 3976  
Sedona, AZ 86340

Mr. Grand,

I would like to thank you for your time and explanation of the services and education that Veteran Adjusting School offers. It only took a short time for Kirk and I to determine that we undoubtedly want to be affiliated with your organization. Each of us are indebted to the men and women that serve our country and we are excited about the potential of bringing your graduates into the Acorn family.

We believe that these candidates will align well with the mission of Acorn Claims. The business and/or career of handling claims is not for the faint of heart. We have the opportunity to assist people, oftentimes, in their darkest hour. With this opportunity comes great responsibility of all of those involved in the claim process. Honesty, integrity, empathy, and fortitude are but a few of the qualities required of an adjuster. Our experience has been that many veterans have refined these qualities through their varied experiences and ultimately make excellent adjusters.

We commend you and your associates for this endeavor and offering such an opportunity. Acorn Claims is honored to team up with VAS and look forward to building a long-lasting partnership!

Warmest Regards,

A handwritten signature in black ink, appearing to read "Rob Brown", with a long horizontal flourish extending to the right.

Rob Brown  
Managing Partner  
Acorn Claims



February 28, 2019

Mr. Guy Grand, Director  
Veteran Adjusting School  
P.O. Box 3976  
Sedona, AZ 86340

Dear Guy,

I would like to thank you for allowing us to meet with you at your Sedona Training Facility. I was impressed with the intense and real-life immersion training curriculum you offer to your students. I also appreciated being allowed to monitor your current class and meet with them at the end of the day.

Coming from a long line of Marines, I understand the commitment, dedication and discipline these men and women have to offer our industry. I also want to personally thank you for creating VAS to offer a lucrative transition from the military to civilian life. It is the least that can do to support the men and women who have served our country.

Guy, Roanoke Valley Claims Service (RVCS) would be proud to partner with VAS and continue the work you've begun. We will do this by giving the student(s) we select the opportunity to become claims professionals through continued training, mentoring and real-life claims handling. After more than 36 years in the claims industry, both working for insurance carriers and as an Independent Claims Adjuster, I believe your students will be a great addition to the industry that has given me so much personal satisfaction and financial security.

All my best,

Charles Witt, President/CEO  
Roanoke Valley Claims Service.

**Servicing... Alabama, Delaware, Indiana, Kentucky, Maryland, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, Virginia, Washington DC and West Virginia**

**Memberships and Associations:** Virginia State Claims Association, Roanoke Claims Association, Lynchburg Claims Association, Richmond Claims Association, Mid Valley Claims Association, NAIIA, SCLA SOCIETY, LEA, TIDA, VAMIC, OAMIC, WVAMIC, NCAMIC, PAMIC