

Condominio La Jolla
Palmas del Mar
Humacao, Puerto Rico

28 of September, 2020

Caribbean Adjusters International
To the attention of:
Mr. Luis Esteves and Ms. Denise Love

Dear Luis and Denise,

As president of the Board of Directors of Condominio La Jolla at Palmas del Mar, I want to express our deep and sincere appreciation to Caribbean Adjusters International and in particular to the two of you, for the excellent, timely and very successful outcome of the negotiations you conducted with the Condominium's insurance underwriter, Mapfre, related to the claims we had for the damages suffered from Hurricane Maria.

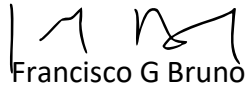
As soon as we retained the services of Caribbean Adjusters you organized a team of inspectors and adjusters with vast experience in this type of damages, primarily from Hurricane Katrina in New Orleans, to evaluate the damages and document the evidence that the common areas the Condominium had suffered and in each one of the 69 individual units. Soon after the binders on the damages were ready, you two started the negotiations with Mapfre and forced them to organize their own team of adjusters to enable them to start the negotiations with you, this notwithstanding that Mapfre was overwhelmed by the numerous claims they had all over the Island. I know of other condominiums at Palmas del Mar that just recently concluded their negotiations with their underwriters and a few are still negotiating.

We at the Board had the opportunity to meet with you on many occasions as you continuously kept us informed of the status of your dealings with Mapfre and were impressed by your strategy and well thought out plan. In our case, we actually had two claims, one for the common areas of the Condominium and the other for the individual units. In both claims we were very satisfied with the economic results and for both you two assisted the Board in

making yourselves available at the owners' assemblies, to answers their questions and to address their concerns. I remember the assembly we had to discuss the settlement of the individual units' claims where several of the owners had some particular issues he or she wanted to present and as to which expected special attention, and how Denise with impressive control and patience answered each and every question and addressed each and every issue until, after several hours had gone by, the assembly approved the settlement amount you had negotiated with Mapfre for the damages of the individual units.

In sum, thank you both for the hard work, the long hours at the site, with us and with Mapfre, and for the excellent economic result. Thank you on behalf of the Board and in particular on behalf of the individual owners of Condominio La Jolla.

Saludos.

A handwritten signature in black ink, appearing to read 'Francisco G Bruno', with a stylized flourish at the end.

Francisco G Bruno
President of the Board