



November 5, 2013  
Mr. Guy Grand – Director  
Veteran Adjusting School  
PO Box 3976  
Sedona, Arizona, 86340

Dear Guy,

This letter is in reference to your request that Choice Solutions Services Inc. (CSS) become a partnering Adjusting Firm with Veteran Adjusting School (VAS). Having worked with you for the past several years, and working with some of your trainees, we would be glad to partner with VAS. We believe that with your mentorship your students will be well qualified to enter our industry ready and committed to better serving our clients and customers.

CSS is a Texas based company providing our insurance company clients with routine daily and catastrophe claims Nationwide. Previously we have required at least two years of experience in claims adjusting prior to bringing new adjusters onto the CSS roster. With your mentorship, guidance and assurance that they are ready for the field, CSS will waive that requirement and annually allow between 5 and 8 of your graduates to be considered deployment-ready upon successful completion of your training. In addition, we will consider allowing your graduates to handle some occasional daily claims in areas where we have a need.

Below are several factors to consider:

1. Adjusters must be certified by Xactware ® to be knowledgeable with all aspects of the estimating software. We will accept a level I certification as proof of that knowledge.
2. Adjusters must have completed and obtained their Property Technical Certification offered as a third party certification by your company. This certification will give us the assurance that your adjusters have the basic knowledge of insurance principles and policies to be well-qualified adjusters.
3. Adjusters must have completed your entire course including the online portions and your onsite intensive training.
5. Employment package must include your letter of assurance that they have met their commitment to Veteran Adjusting School and you are ready to stand behind their readiness to enter the industry.
6. Adjusters must have the support of your instructors during the initial portion of their deployment in order to ensure timely and quality work submission.

There are two other factors that must be taken into consideration that you and your adjusters must know before we can take them onto our roster.

1. All adjusters will be independent contractors and as such are responsible for their own insurances, taxes and all expenses.
2. Employment is subject to claim volume and as such we cannot guarantee the number of claims or amount earned to any adjuster on our roster, new or old.

With all that said we too are committed to helping your students as they embark on a rewarding career as insurance claims adjusters. CSS will work with you whenever we can to help your school and your students become successful.

Sincerely yours,



JT Pouland  
President  
Choice Solutions Services Inc.:  
1825 West Walnut Hill Lane Suite 102  
Irving, TX 75038

PS: Please have your students or other interested adjusters register on our roster at <https://www.choice-opt.com/ServiceProviderRegistration/Submit>

Or visit our website at [www.choicessi.com](http://www.choicessi.com)