



SEAN MICHAEL SHAW, ESQ.  
INSURANCE CONSUMER ADVOCATE

March 1, 2010

Horacio V. Jaimes, Director of Operations  
Skyhigh Siding & Roofing, Inc.  
3874 Fiscal Ct., St. 150  
West Palm Beach, FL

RE: Claims Dispute Resolution Roundtable

Dear Mr. Jaimes:

First, I want to thank you for your participation in the roundtable and for traveling to Tallahassee at your own expense. Your dedication and sincere desire to improve the claims process for the benefit of Florida's insurance consumers.

The goals of the roundtables were to get homeowners back into their homes, mitigate further damage to the property, hold down the cost of claims, allow contractors to make repairs without burdensome delays, and to make the appraisal process a viable alternative dispute resolution process. During the roundtable discussions, it became apparent to me that these goals can be met through education, communication and transparency. I think the recommendations to the Legislature will achieve these goals, and ultimately reduce the costs associated with the claims process. A copy of the report and the letter that I sent to the Legislature have been posted on our website at <http://www.myfloridacfo.com/ica>.

Again, on behalf of the insurance consumers of the State of Florida, thank you for your time and service. It was an honor to serve with you and I hope to work with you on future endeavors.

Sincerely,

A handwritten signature in black ink, appearing to read "Shaw", written over the word "Sincerely,".

Sean Michael Shaw, Esq.  
Insurance Consumer Advocate

SMS/VT

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