

## Vicky Forsythe

Claims Department Manager

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30 May 2013

RE: Monique Hodison-Stokes

Vicky Forsythe, CPCU  
Deep South Insurance  
7701 Las Colinas Ridge  
Irving, TX 75063

Dear Sir or Madam,

This is to let you know that I had the pleasure of working with Monique for about 5 years at Deep South Insurance Services.

We recruited Monique for an Adjuster position in the Claims Department. Within a very short time, we realized how very talented Monique was and how valuable she was to our operation. Her ability to promptly investigate, evaluate and resolve claims was demonstrated in each file. Customer service was a strong point.

Within a couple of years of her hire our business model changed and there were opportunities for positions in the Underwriting Department. Monique's experience had been primarily on the Claims side since she began her insurance career. She expressed an interest in rounding out her experience by learning more about the production/underwriting roles. I, as Claims Manager; did not hesitate to recommend Monique for a promotion to Underwriter. She adjusted quickly to the requirements of that position. To be successful, excellent communication skills are required. She quickly built on what she already knew from handling claims and within a short time was very productive in her new role.

Like many others, our industry has been through many changes. About a year after her promotion; those jobs were consolidated into a larger branch of the company. Monique did not want to relocate so her position was eliminated. But, because she was such a productive employee; we moved her back into her previous department where she continued to work managing more complex cases.

It was my pleasure to work with her until the Nashville Branch of Deep South was consolidated with Atlanta. Again, because Monique did not choose to relocate; her position was eliminated. I really think that Monique will be successful at whatever she chooses to do.

Sincerely,

Vicky Forsythe