



September 23, 2020

BY ELECTRONIC MAIL

Mr. Luis R. Esteves
Jansen Adjusters International

To Whom it may concern:

The Puerto Rico Ports Authority (“PRPA”) has retained the Caribbean Adjuster International, LLC/Jansen Adjusters International firms, and its Principal, Mr. Luis R. Esteves, as the Public Adjusters on behalf of the agency in three claims filed with the Mapfre Praico Insurance Company under our contracted property policy.


Mr. Esteves has demonstrated outstanding performance and the ability to organize and lead negotiations. His engagements have been instrumental in permitting the PRPA to reach favorable transactions regarding structural damages at its regional airports and ports facilities resulting from the landfall of Hurricane María on September 20, 2017.

Mr. Esteves’ strategies and interpersonal skills with the representatives of local and international insurance companies proved essential for handling our claim for the damages caused by the cruise vessel Norwegian Epic, which collided with Pier 3 of San Juan on February 12, 2019. Mr. Esteves reached a significant agreement with the reinsurers’ adjusters for the reconstruction project of Pier 3, which he also help coordinate with our Planning, Engineering and Construction Bureau. Moreover, his knowledge and unquestionable transactional skills allowed us to close the claims for earthquake damages to the Mercedita Airport and the docks of Peñuelas, Guanica, and Guayanilla in the southern region of Puerto Rico on January 7, 2020.

Furthermore, we highlight that Mr. Esteves’ creative analysis and extensive collaboration did not cease during the unprecedented times following the COVID-19 pandemic. On the contrary, he remained readily available to the PRPA. Indeed, he provided us with vital assistance to attend the many inquiries of the PRPA’s Board of Directors and the Financial Oversight & Management Board for Puerto Rico.

In short, the PRPA is completely satisfied with the professional services and strategies provided by Mr. Esteves and his team at Jansen Adjusters International. We are delighted to recommend his firm and hereby attest to his expertise in insurance matters, mitigation, problem-solving, and selfless commitment to serve the Government of Puerto Rico, its agencies, and instrumentalities.

Regards,


Joel A. Pizá Batíz, Esq.
Executive Director
Puerto Rico Ports Authority

