



FORTRESS CAPITAL MANAGEMENT

June 20, 2011

James S. Twaddell, Esquire
Vice President, Principal
Goodman-Gable-Gould/Adjusters International
128 South Tryon Street, Suite 1955
Charlotte, NC 28202

RE: Raefield Apartments, Charlotte, North Carolina, Fire of December 14, 2010

Dear Jim:

Now that we have settled our building claim (in just a few short months) with Farmers Insurance Company, Adam and I wanted to thank you, Tim Pegelow, and your entire team at Goodman-Gable-Gould/Adjusters International for being upstanding professionals, and achieving fantastic financial results for FortCap Partners. Immediately after the fire, when I first met with Scott Greenwald and Keith Henderson of your firm in Atlanta, I was very uneasy about dealing with an insurance claim of this size, as in fifteen years in this business I had not dealt with anything of this magnitude.

Although we believed we had a very good insurance policy, we were told by many of our colleagues (many of whom were past clients of yours) to hire an advocate on our behalf to protect our investment, and so we could focus on the day to day operations of our company. Repeatedly these individuals and firms suggested we contact "The G's/Adjusters International." As you know, my father used your firm in 1986 after a significant commercial fire in Norfolk/Virginia Beach, Virginia, and he was thrilled with the results.

We are very satisfied with your overall approach to our situation, your impressive knowledge of the insurance process, and your tireless work ethic, which ultimately resulted in an expedient and successful settlement of our claim.

Immediately after we hired GGG/AI you outlined what you were going to do for us, and you absolutely delivered. Thanks to your constant monitoring of the situation, the process ended up being a lot less painful than we anticipated!

We certainly are happy to be a reference for Goodman-Gable-Gould/Adjusters International at any point in the future. Thank you again for a job well done.

Sincerely,

Jeffrey Stein
Principal