



The Buccini/Pollin Group

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May 27, 2011

Harvey Goodman  
Zachary Forrest  
Goodman-Gable-Gould/Adjusters International  
10110 Molecular Drive  
Suite 300  
Rockville, Maryland 20850

Re: Loss Adjusting Services, Comfort Suites, Manassas, Virginia

Gentlemen,

I wanted to take a few moments to send this note of appreciation to you concerning your work for The Buccini/Pollin Group and PM Hospitality Strategies, Inc., in the above-referenced matter.

Fortunately, Harvey Goodman and I met during 2009 and 2010, through introductions made by several local business acquaintances. I was familiar with the excellent reputation of GGG in the local community, but had never had reason to engage your services.

In late 2010 a sprinkler mishap at our Comfort Suites in Manassas, Virginia, caused water damage to several guest rooms, our fitness center, and some important meeting areas used by our guests.

We initially attempted to compile all of our claim costs on our own, and to negotiate with our insurance carrier, Liberty Mutual, without professional advocacy. During a meeting that your firm had with our central office management staff (for us to get to know each other should we ever need you after a damage incident) it was contemplated that you might help us on this sprinkler loss incident (which we had deemed to be relatively small in the overall scope of running our business).

It ended up to be a fantastic decision for us to involve you in our damage measurement, claim preparation and settlement negotiations. You brought order and efficiency to the process, while our management team was able to pay attention to the daily tasks that they are always inundated with. In a short period of time you secured excellent and equitable settlements, and we were able to return our property to the condition that we need it to be in in order to allow our visitors to have the experience that they deserve while staying with us.

During these claim negotiations in Virginia, the family of one of our employees suffered a very significant house fire in the Maryland area; upon my recommendation they interviewed and engaged GGG. I understand that you are also bringing organization, and successful results, to those claim negotiations.

We will certainly be in touch with you right away should we ever sustain damage again; please feel free to use us as a reference when any of your prospective clients need to speak to a "satisfied GGG/AI client". Thank you.

Sincerely,

  
Dave Pollin