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IRON MOUNTAIN

America's Largest Records Management Company

September 10, 1998

Harvey Goodman
Adjusters International
133 Rollins Avenue, Suite One
Rockville, MD 00852

Dear Harvey,

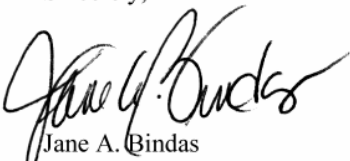
I just wanted to take a few moments to thank you for the outstanding work performed by your firm in the adjustment of Iron Mountain's large fire loss. Your team was always professional, extremely dedicated, and always available to us at a moment's notice.

As you can imagine, the shock of a large loss reverberates throughout an organization, creating a state of controlled chaos. While setting up our disaster recovery center, we elected to obtain the services of an outside adjustment firm because intuitively we understood that organizing and producing the documents required to file a proof of loss with our insurer would require more time and attention to detail than we had to spare from our mobilized disaster team. We were bombarded in those early hours with countless calls from professionals like yourselves, and ultimately chose your firm due to your impressive track record and industry reputation. Your team was onsite almost immediately and helped us in numerous and immeasurable ways during those early, critical hours. You were at once part of our organized response team and conducted yourselves with utmost professionalism while interacting with a host of concerned stakeholders. That, of course, was just the beginning of the journey.

During the adjustment process with the insurance company, you brought in your accounting expertise to produce what was, without question, a unique and thoroughly complete business interruption claim. Your management of this process and coordination with our internal IS and accounting folks achieved a remarkable outcome. Kudos to Tony D'Amico and Hayes Walker for their tireless dedication and good humor, while deftly navigating some challenging speedbumps along the way.

It was a pleasure working with you, Tony and Hayes. Although I hope never to have the ill fortune of needing your services again, I would call you immediately, should the need arise. Again many thanks to you, Tony, and Hayes from the whole management team at Iron Mountain.

Sincerely,



Jane A. Bindas
Director, Risk Management