



**NORMAN
RUSSELL**

SALON & SPA

The Ultimate Salon Experience

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11/27/00

Mr. James Twaddell
Mr. Tony D'Amico
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue
Suite One
Rockville, MD 20852-4004

Gentlemen:

On behalf of Norman Russell Salon & Spa, I want to express my sincere appreciation for the manner in which you worked with us during our fire. As the owner, it was my first objective to find a temporary location for our staff and clients. Who would have known it would take 8 months to repair the damage to our building?

Had it not been for your fierce advocacy on our behalf, I don't know that we would have survived during the process. My manager and I had to handle and manage the daunting challenge of maintaining our staff and clients: we had neither the experience or time to handle dealing with a combative and enormous insurance company.

Many years ago I learned that the most successful business people admit what they don't know and seek out those professionals who specialize in that area. This has once again held me in good stead.

I look forward to being able to recommend your firm to anyone in need of your services. Please don't hesitate to give my name and number as a reference. It would be my great honor to wholeheartedly recommend you.

Again, both John and I appreciate everything you did to fight for our rights as the insured.

Sincerely,

James Edward Norman, Jr.
President
Norman Russell Salon & Spa, Inc.