

Riverview Towers

Apartments + Essential Services

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November 13, 2000

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Mr. Karl Denison, Executive Vice President
Goodman-Gable-Gould/Adjusters International
6 Reservoir Circle
Baltimore, MD 21208-1309

Dear Mr. Denison,

I am writing to personally thank you for the service that Adjusters International performed for the Riverview Towers during our recent fire. It was a really traumatic time for us and Barry Goodman did a great job maneuvering the difficult job of insurance settlements with real finesse. We believe we received a much larger settlement than we would have without his intervention and that of the company.

I would recommend the services of your company to anyone in the same situation. Many thanks to Barry and Eric Bernard.

Most sincerely,

Rena Becker
Rena Becker
Director