



March 21, 2000

Mr. Harvey M. Goodman, President  
Mr. Barry L. Flax, Esquire  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Avenue, Suite One  
Rockville, MD 20852-4004

Re: Rockville Showroom Fire Loss and Claim

Dear Harvey and Barry:

On behalf of our entire company, I want to commend you for the professional and expedient manner in which you resolved our loss and claim with The Hartford Insurance Company. Your ability to interpret all the details of our policy and to creatively calculate our loss allowed us to take full advantage of the policy value.

To say the least, I was extremely impressed with how quickly you were able to cut through the bureaucracy and negotiate a prompt settlement. Accordingly, we were able to minimize our recovery time and re-open for business within a few days; and yet still realize a substantial settlement. I am certain that without the talent of your organization, we would not have received these same favorable results.

Thanks again for your diligent work on our behalf. Please feel free to use this letter as a testimonial to our satisfaction.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard J. Rose". The signature is fluid and cursive, with a large initial "R" and a long, sweeping tail.

Richard J. Rose  
President