



August 19, 1998

Mr. Robert Lucurell, FPPA
Chairman
Adjusters International
4765 One World Trade Center
New York, New York 10048

Dear Bob:

On behalf of Lord West Accessories, I would like to thank you and your staff for the professional manner displayed in handling our recent claim resulting from a stray automobile running amuck throughout our conference room.

In particular, the expertise displayed by Richard Cohen in leading us through previously uncharted waters proved invaluable. We never realized the intricacies involved in attempting to resolve insurance claims formally with and through our carrier. This whole unfortunate accident was resolved financially, professionally and in a timely fashion, and for that we are all grateful.

Again, thank you and all those involved.

Very truly yours,

LORD WEST ACCESSORIES

A handwritten signature in cursive script, appearing to read "George F. Gordon".

George F. Gordon
Vice President

GFG:kms

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