



December 9, 1998

Mr. Barry Flax
The Goodman-Gable-Gould Company
133 Rollins Avenue, Ste. 1
Rockville, MD 20852

Dear Barry,

I would like to take this opportunity to express my gratitude at the job that Mr. Carl Lombardo and his staff did for me in handling my claim from Hurricane Bonnie.

Needless to say, dealing with an insurance claim due to property damage can be somewhat overwhelming and complicated. I never could receive a good answer as to where I stood with my insurance company. So, against the advice of my insurance agent, I hired your company. Your staff proved to be invaluable in dealing with the property damage claim and equally as important, the business interruption claim.

The timeliness of your work, your efforts to keep us informed, and the professionalism in your conduct were very much appreciated. I would, without hesitation, highly recommend your services to anybody that has to deal with an insurance claim as a result of property damage.

Cordially,

VIRGINIA BEACH HILTON OCEANFRONT

A handwritten signature in cursive script that reads 'Verne Burlage'. The signature is fluid and extends across the width of the text area.

Verne Burlage
President

VB:lz