



Best Western
Beach Resort

684 Estero Boulevard
Fort Myers Beach, Florida 33931
(239) 463-6000
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August 18, 2003

Mr. Pasquale Cuccaro, LPA
Executive General Adjuster
Goodman-Gable-Gould/Adjusters International
6767 N. Wickham Road
Suite 400
Melbourne, FL 32940

Dear Pat,

In September of 2001 the Best Western Beach Resort was significantly damaged by Tropical Storm Gabriel.

When I arrived on the scene that fateful day my first reaction was to call my insurance agent who promised to have someone on the scene to evaluate the damage. After meeting with this person two days later I quickly learned that I needed help.

After speaking with a friend of mine, who had used your firm's services and recommended you highly, I gave you a call.

The rest is history. You immediately had your people on site doing a very in depth inspection of the property damage and later conducting a thorough analysis of the loss of income that occurred because of the storm. Your people were professional and looked into areas that I would have never thought of.

The persistence and diligence of your staff throughout the claim settlement gave me the peace of mind to know that my claim was being handled by professionals.

I am totally convinced that without your firm's help I would have never received a settlement close to what we received.

In the future, if the need were to arise, I will not hesitate to use your firm again or to recommend your firm to business associates.

Thank you for all of your assistance.

Yours truly,

A handwritten signature in cursive script that reads "Paul Malbon".

Paul Malbon
General Manager