

Roger & Tay Hahn
11906 Smoketree Road
Potomac, Maryland 20854
301-279-5779

June 25th 2003

Harvey M. Goodman
Barry A. Flax
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite One
Rockville, Maryland 20852

Dear Mr. Goodman and Mr. Flax,

What could have been a depressing and very difficult period of our lives was tremendously alleviated by your company.

You took care of our lives during the nine months, relieving us of the pressure of negotiating every line item (of which there were hundreds) with Erie Insurance. This enabled us to lead our lives as normally as possible.

The kindness, courtesy and professionalism shown by your people was incredible. Special mention should go to Eric Bernard who saw us through that first horrendous 48 hours and of course to Jim Wilson who was always there for us during the following months.

Again, all our thanks.

A handwritten signature in cursive script that reads "Tay & Roger Hahn". The ink is dark and the handwriting is fluid and personal.

Tay & Roger Hahn