

Houlton Berman
HOULON, BERMAN, BERGMAN, FINCI & LEVENSTEIN, LLC

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March 6, 2004

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

Re: Insured: Bernard & Deborah A. Williams
Date of Loss: 8/3/03
Claim: 036123

Dear Mr. Flax:

Since we have now concluded the resolution of the claims made as a result of the incident in our client's property, I wanted to take this opportunity to thank you for all of your efforts. Due to your organization's assistance in this matter, our client received tremendous results.

Your office's quality of service led to a quick resolution in this matter. Your office was able to keep me updated in a timely manner as to the progress of my client's claim, and were even more responsive when I contacted your office. Additionally, your immediate response to evaluate the damages, and secure the property, saved my clients thousands of dollars.

Although I hope that none of my clients ever have the necessity to require your services again, I would strongly recommend your services to any client in need. Thanks once again for your professionalism and attentiveness to this matter.

Very truly yours,


Alan D. Levenstein

ADL;dsh
(Dictated but not read)