



January 15, 1998

Mr. Harvey Goodman
Rollins Accounting
133 Rollins Avenue
Suite One
Rockville, MD 20852-4004

Dear Harvey:

How can we begin to thank you for the tremendous job that Rollins Accounting performed for our company at our property in Nashville, Tennessee. When fire struck the Historic Union Station Hotel, our first inclination was to handle the fire claim ourselves along with some assistance from our insurance brokers. Having lived the process over the last year, I can appreciate what a terrible mistake that would have been. The knowledge that is required to process a loss such as ours is beyond the scope of knowledge of corporate risk managers. In our opinion there is no more talented a group of individuals than your team. I would like to particularly point out the work of Sam Bergman and Tony D'Amico who were available any hour of the day helping to rebuild the property.

Because the Union Station is a registered historic landmark there are what seems to be an endless list of requirements to restore a property after a fire. There is no way that the property could have reopened in such a timely manor without the skills provided by Rollins. We are extremely pleased with the way both the property and business interruption claims were processed. Rollins handled the more difficult discussions regarding the historic restoration without any problems.

Should we ever be faced with property damage at one of our properties, we are comfortable that with Rollins at our side we have the best team of experts in the industry. We would take pleasure in recommending the Rollins team to anyone without hesitation.

Very Truly Yours,

Edward J. Blum
Vice President

EJB/jd