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Mr. Barry A. Flax  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Ave, Suite 1  
Rockville, MD 20852

02/04/02

Dear Barry,

I am glad to have this opportunity to commend your staff for the manner in which they represented us in a recent claim for damage in transit on an ocean freight container. I was impressed with their level of professionalism and quick response to our needs. Your team was able to identify the course of action and resolve the claim quickly.

If we should need this type of service in the future, I will not hesitate to call Goodman-Gable-Gould. I will be sure to recommend your company to others in need of your services. Thank you for your hard work. It was a pleasure working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert H. Willey, Jr.", is written over the typed name. The signature is fluid and cursive, with a large initial "R" and a long, sweeping underline.

Robert H. Willey, Jr.  
President