



7955 Cameron Brown Court • Springfield, Virginia 22153 • USA (703) 866-2000 • Fax (703) 866-2001

May 13, 2002

Harvey M. Goodman
James R. Harper
Barry A. Flax, Esquire
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite One
Rockville, Maryland 20852-4004
Tel 301-881-9230
Fax 301-231-9055

Gentlemen:

This letter is to let you know that I am pleased with the manner in which your staff handled our property loss and the business aspects of our fire damage claim. We had a fire in February 2001. Your team took a tremendous load off of us by handling all aspects of our claim. They made sure we took advantage of all the facets of our policy; taught us the most expeditious ways of doing the paperwork and helped in all the negotiations with the insurance company. In short they let us run our business rather than needing to focus on the insurance claim.

We would highly recommend your firm to any and all who require a public adjuster.

All the best

A handwritten signature in black ink, appearing to read "Skip West". The signature is stylized and cursive.

Skip West
President