

# MARLO

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Mr. Jim Wilson  
Goodman-Gable-Gould Company  
133 Rollins Avenue  
Suite 1  
Rockville, Maryland 20852

Dear Jim:

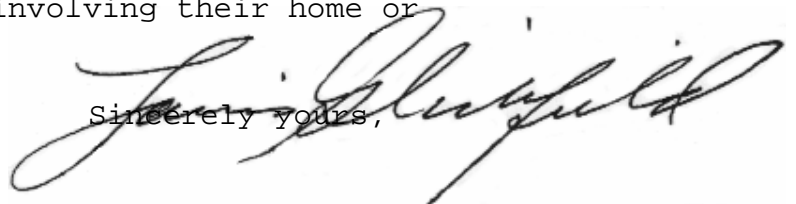
As you are aware, my personal residence in Potomac, Maryland recently sustained severe damage as a result of a very unusual situation. While our roof was being replaced, a tremendous amount of water streamed into our house as a result of the roofer's failure to protect our dwelling against the effects of a flash summer storm.

Since we had utilized your company to handle various insurance claims in the past, and had been very satisfied with the service and the results of your efforts, we decided to engage Goodman-Gable-Gould to look out for our interests in connection with this major claim. It was the best decision we could have made. Not only were you swift and decisive in the initial stages of our disaster, but you maintained a consistent level of urgency and professionalism with which we were very satisfied.

The results you obtained in our settlement were very satisfactory and your fee was insignificant in comparison.

We highly recommend you and your Company to anyone that has an insurance claim involving their home or business.

Sincerely yours,



Louis L. Glickfield  
Chairman of the Board  
and President

LLG:nk