

February 26, 2005

Mr. Harvey Goodman
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite One
Rockville, MD 20852

Dear Mr. Goodman;

Thank you very much for the service your company provided for me in dealing with my reluctant insurance company on my claim for hurricane damages to my Florida home. Your regional manager, Larry Sherman, was knowledgeable, informative and persuasive. I don't think that many people could have accomplished what he did with my insurance company's adjusters and be successful as he was. He is also very personable and we became good friends.

I guess that I will have to thank my son, Bob, Jr. for his effort in getting your firm to handle my small problem. I am proud of him and his success in the insurance business, and along the way he has met fine people such as you. Loyalty and friendship in the business world is tough to find nowadays.

Sincerely,

A handwritten signature in black ink that reads "Bob Plante". The signature is written in a cursive style with a large initial "B" and a stylized "P".

Robert H. Plante, Sr.
5542 North Harbor Village Drive
Vero Beach, Florida 32967

cc: Larry Sherman, Regional Manager
6767 N. Wickham Road, Suite 400
Melbourne, Florida 32940