

Scott S. Piccone  
Vice President  
Asset Management



**CIGNA Investment  
Management**  
Real Estate

February 6, 1996

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**VIA FAX AND REGULAR MAIL**

Mr. Harvey M. Goodman, SPPA  
Vice President  
The Goodman-Gable-Gould Company  
133 Rollins Avenue, Suite 1  
Rockville, MD 20852

**Re: Warner Center Marriott**

Dear Harvey:

I wanted to take this opportunity to thank you and your team for the tremendous service you provided us in working through the damage and business interruption claim on the Warner Center Marriott Hotel. Your knowledge of the business, diligence, guidance and Professionalism were absolutely essential in our ability to restore the property from the devastation of the Northridge earthquake. As you are aware, this was our first experience utilizing a Professional Loss Consultant service. Only a strong recommendation from Interstate Hotels Corporation, our property manager, persuaded us to engage your group. That proved to be an enormously wise and cost effective decision.

Based on the fact that your group identified losses totaling four times what Factory Mutual had initially measured, we think you more than earned your fee.

Harvey, once again thanks and congratulations on a job well done. Best of luck in the Future.

Regards,

A handwritten signature in black ink, appearing to read 'Scott S. Piccone', enclosed within a hand-drawn oval.

Scott S. Piccone

SSP/klb  
cc: Thomas M. Smith

ssp/goodmanI