



McCall's Bar-B-Que & Seafood Restaurant, Inc.  
139 Millers Chapel Road • Hwy. 70 East & 111 Intersection • Goldsboro, N.C. 27534  
(919) 751-0072 • Fax (919) 778-7859

Mr. Tim Pegelow  
Goodman-Gable-Gould Co./Adjusters International  
128 Tryon St., Suite 1955  
Charlotte, N.C. 28202

Dear Tim,

On September 21, 2007 a small private plane flew into our almost new restaurant in Clayton, NC. Our building was literally blown away in an instant. After the initial shock, we realized we had a good insurance policy with Travelers Insurance; and felt we were well covered. We told Tim we were not interested and felt we would be taken care of by our insurance company. After our first real meeting with our insurance company, we didn't leave with a warm fuzzy feeling inside. We were unsure if the insurance company had our best interest in mind.

After 3 weeks of back and forth and making no progress by ourselves, my partner and I interviewed with Goodman-Gable-Gould, and decided we had to trust someone. At that point we decided to hire Goodman-Gable-Gould to help us on our road back to recovery.

Over the next 4 months, Goodman-Gable-Gould fought a good fight for us, and we were able to finally start rebuilding our business. Thanks to you Tim, Jim Twadell, Dick Krajnick, and Hayes Walker, we were able to open again for business on April 23<sup>rd</sup> 2008. When we needed help, you were there. Our insurance company probably meant well but did not speak our language. You were our interpreter and our guide. Thanks again for all your help.

McCall's BBQ & Seafood Restaurant of Clayton, NC

Randy McCall

A handwritten signature in cursive script that reads "Randy McCall". The signature is written in dark ink and is positioned below the typed name.