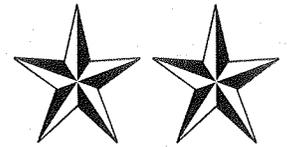


# ★ RANGER SURPLUS ★ ARMY NAVY



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December 10, 2008

Mr. Barry A. Flax, Esquire  
Mr. John Henkel  
Goodman-Gable-Gould/Adjusters International  
10110 Molecular Drive  
Suite 300  
Rockville, Maryland 20850

RE: Fire Damage, February 2008, Ranger Surplus, 2549 Ennalls Ave., Wheaton, MD

Gentlemen:

On Saturday, February 23<sup>rd</sup> of this year, I received a phone call that no business owner ever wants to receive...there was a fire! My oldest and most profitable location was literally going up in smoke and flames due to a neighboring tenants grease fire.

As I stood in the parking lot that dreadful morning watching the firefighters and being extremely thankful that none of my employees or customers were injured, the reality and enormity of the situation was quickly sinking in, and my mind was racing with questions. This was a situation that my 29 years in business had not presented before, thankfully, but it left me feeling a bit like a "fish out of water". Then there was a man, named, Buddy Keyser handing me a business card from Goodman-Gable-Gould/Adjusters International. The following few days after the fire, were challenging at best, and it didn't take long for me to make the decision to hire Goodman-Gable-Gould/Adjusters International.

Today, I am writing to once again thank you and the "3G's" for making that decision one that I will never regret. Your professionalism and knowledge proved invaluable in maximizing our insurance claim. Goodman-Gable-Gould guided us through the entire process with great attention to every detail and your negotiations with our insurance carrier proved invaluable in maximizing the business interruption portion of the claim.

Once again, "Thank You" for all of your efforts on behalf of myself and Ranger Surplus, and know that I will highly recommend your services to anyone in need.

Sincerely,

Harvey R. Kramer  
President

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