



July 19, 2012

Karl L. Denison  
Harvey M. Goodman  
Goodman-Gable-Gould/Adjusters International  
10110 Molecular Dr., Suite #300  
Rockville, MD 20850

Re: Grand Hotel Minneapolis

Gentleman,

I wanted to take this opportunity to thank both of you and the rest of the Goodman-Gable team for your assistance in preparing and presenting the claim caused by a fire on the roof of our Grand Hotel in Minneapolis, Minnesota. Your team's professionalism, timeliness and management helped us achieve a successful resolution to our insurance claim. The claim had the added difficulty of dealing with a tenant due to additional damage in their leased space. The GGG team worked through this process with great expertise and in the end, the tenant was happy as well.

GGG had someone onsite within hours of the initial call and thoughtfully managed every subsequent step until claim recovery. Your involvement in the claims process from day one granted us the peace of mind that we had a true advocate on our side. In the event that any of our other hotels experience a major claim we will certainly call GGG/AI to handle the recovery.

Thank you both again and feel free to use this recommendation letter for your future purposes.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Coe".

Steve Coe  
Vice President Asset Management