



Gerber

G E R B E R C H I L D R E N S W E A R , I N C .

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December 14, 2000

Mr. Tony J. D'Amico
Mr. Hayes Walker
Mr. Barry A. Flax
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite 1
Rockville, MD 20852

Gentlemen:

In September 1998, Hurricane Georges struck the Dominican Republic causing widespread destruction. Our facilities, which were situated in the path of the storm, sustained extensive damage. Due to the nature and extent of our loss and our apprehension about the manner in which the insurance company was responding, we recognized that we needed some kind of assistance with the claim process. We interviewed several loss consulting firms and ultimately selected Goodman-Gable-Gould/Adjusters International, Inc. to assist us on the basis of references, your initial presentation and a willingness to structure your services to accommodate our needs.

Our loss was certainly not easy to measure. Your staff of building experts prepared a greatly detailed building estimate that carefully measured all of our damages. Much of our stock was also damaged to varying degrees, which made the detailed quantification and evaluation a very difficult task. Our equipment and machinery was still operational, yet you were able to negotiate a generous repair/damage allowance for machinery that was exposed to water and potential future corrosion.

Our business interruption loss was also quite complicated. While we were able to complete most of our current orders at that time, we suffered a substantial loss of opportunity. Our normal margin was eroded by inefficiencies due to working in a damaged facility. Your team of professionals successfully identified and demonstrated this loss by developing a model which measured and supported that loss of opportunity and allowed us to recover appropriately.

We greatly appreciate all of your efforts on our behalf. Your experts accurately interpreted our policy so that we could utilize all aspects of our coverage, and all aspects of our loss-even those which we didn't initially recognize-were skillfully measured. Goodman-Gable-Gould/Adjusters International managed to minimize the impact of a very serious co-insurance clause, which saved Gerber hundreds of thousands of dollars. Your personnel dealt admirably with the language barrier, the substantial travel time to and from the loss sites and the numerous parties involved in our loss, and eventually negotiated very favorable settlements. Many thanks to Goodman-Gable-Gould/Adjusters International for a fine job.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jay R. Cope".

Jay R. Cope
Vice President – Operations Services