



a Cosmed Group affiliate

May 5, 1998

Adjusters International
3600 Wilshire Blvd. Suite 300
Los Angeles, CA 90010-0025

I would like to thank you and your staff for your valuable assistance on our January 1998 flood claim. The expertise and experience Adjusters International provided allowed Industrial Sterilization to focus on rebuilding its core business.

I would strongly recommend the use of Adjusters International's services to protect the interests of the insured during unfortunate times.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Lanning", with a long horizontal flourish extending to the right.

Bill Lanning
General Manager

1225-101 East Greg Street, Sparks, Nevada 89431 Tel. (702) 356-0609 Fax (702) 356-0867