



July 10, 2000

Harvey M. Goodman, President  
Karl Denison, Executive Vice President  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Avenue, Suite One  
Rockville, Maryland 20852

Gentlemen:

In 1998, the Holiday Inn Beachside in Key West was significantly damaged by Hurricane Georges, and in 1999, damaged again by Hurricane Irene. After each incident, we retained Goodman-Gable-Gould/Adjusters International to assist us with our damage mitigation, loss measurement and claim preparation.

Your firm was engaged on the strength of recommendations of others in the real estate industry. Jones Lang LaSalle is now among those that would highly recommend Goodman-Gable-Gould/Adjusters International.

Your firm's twenty-four hour availability allowed us to reach you immediately so that you were able to mobilize drying equipment immediately after the incidents and to coordinate all of the necessary emergency services that were imperative to our recovery efforts. The persistence and diligence of every member of the Goodman-Gable-Gould/Adjusters International team throughout the claim settlement process gave us the peace of mind to know that such an important matter was being handled in fine fashion.

You leveled the playing field and made sure that we were represented professionally in every aspect of our losses. Your thorough cataloging and evaluation of our damaged personal property and your precise review of our building damage was instrumental in reaching a fair settlement. I spent numerous hours with your in-house forensic accountants who allowed us to recover in a fashion that never would have been achieved had we not retained your firm. The ability of Tony D'Amico and his accounting staff to measure our losses in great detail, interpret the business interruption and extra expense aspect of our coverage and negotiate with strength on our behalf was excellent.

Thank you for all of your assistance.

Yours truly,

Ian Gaum  
Asset Manager  
LA SALLE HOTEL PROPERTIES