

August 11, 2003

OFFICE OF THE PRESIDENT

Mr. Roger Gordon
Senior Partner
Gordon & Gordon Adjusters International
535 Boylston Street
Boston, MA 02116

Dear Roger,

Now that the final issues of the August 2001 Buckminster fire have been resolved, I thought it time to properly thank you! I want to commend Gordon & Gordon for the wonderful support provided throughout this lengthy process.


The Buckminster fire could have easily put Newbury out of business given that it was the central administrative building on campus. I very much appreciated talking on-site with a member of your team that very night and the speed in which you administered the recovery processes. Your past working relationship with the Hanover claims personnel was a huge asset to restoring this business – specifically the on-the-spot authorization to save college documents demonstrates the mutual trust these professionals have for you and your firm.

I remain impressed with the precision and detail Gordon & Gordon used throughout the process. Seeing you climb through charred building remains in order to best help Newbury's recovery was a moral booster for many of us still in shock. Were it not for your expertise I suspect that many important items (one example being marketing materials) might have been overlooked given the magnitude of the crisis.

The Business Interruption claim was a very complex process and your knowledge of how to best explain the Newbury position was the key to Hanover understanding the exposure. It was clear to me in the last claim meeting that the insurance company finally understood the precise nature of our claim, something that I know took many hours on your part. While I would have preferred never having had a fire, in the end the Gordon & Gordon expertise provided Newbury with the best possible outcome.

Thanks again for the wonderful support – but as another College President I know would say – here's hoping the college won't need your outstanding service going forward!!

Sincerely,


David A. Ellis, Ph.D.
President