



September 18, 2002

Mr. Bill Koehler
Mr. Pat Bickford
Adjusters International
602 Park Point Drive
Suite 206
Golden, CO 80401

Dear Pat and Bill,

I want to take this opportunity to thank both of you for your assistance in handling and negotiating our insurance claim related to our fire loss.

As you know during the 15 months dealing with the insurance company's adjuster, I became very frustrated many times. At times I would take my frustrations out on you and each time you would be extremely responsive and professional. Your help not only brought in the maximum dollar settlement but also allowed me to stay focused on maintaining and rebuilding our business.

Please feel free to share this letter with any potential client. I would enjoy relating our experience and encourage anyone with an insurance loss to get you involved from the beginning.

Please keep in touch as we all feel you are now part of the PharmTech team.

Sincerely,

Don Neumeyer
V.P. Director of PharmTech

DN/jam