

Telephone
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October 8, 1997



Mr. Harvey Goodman
Adjusters International
133 Rollins Avenue, Suite One
Rockville, MD 20852-4004

Dear Harvey:


It has been almost a year since the fire which completely destroyed one of our processing plants. Immediately after the fire, I received a telephone call at home from a representative of your company. My initial reaction was the "knee jerk" type, and I felt I had been pursued by an "ambulance chaser". During an emergency management meeting it became clear that we had a loss that would exceed \$7 million dollars, and that standing toe to toe with our insurance company to recover our loss would be an overwhelming task. It was agreed that we would initiate a call to your firm, and see what benefit might be derived. I will be forever grateful we made that call.

Within two hours of our call, there were representatives from Adjusters International at our site. Ben and Andy immediately saw the significant damage, and convinced us that we needed professional representation to protect our interest. After reviewing your proposal, it was agreed that our efforts would be best utilized in managing our business, while allowing your staff to recover our loss.

I had no idea that the documentation of our claim would become as extensive as it did. Your staff worked tirelessly to quantify the claim. I am convinced that every possible element of our loss was maximized to the extent provided for in our coverage.

I sincerely hope we never have another loss. However, if we do, the first call will be to you. We are very appreciative of the work you have done for us. You and your staff are true professionals, and the quality and detail of your work is very impressive. Please do not hesitate to use our company as a reference to anyone faced with a loss. I will be more than pleased to relate our experience of your firm.

Best Regards,
Quaker Maid Meats, Inc.


Stanley Szortyka
President



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