



January 17, 2000

Mr. Barry A. Flax
National Loss Coordinator
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite One
Rockville, MD 20852-4004

Dear Barry,

On behalf of Pursell Industries, Inc., I would like to thank you and your associates for the excellent job your Firm did in bringing our insurance claim to an equitable and expeditious conclusion. As you know, we were right in the middle of our busy season when our main production facility was totally destroyed by a fire. With the loss of over forty-percent of our production capacity, most of our energies were devoted to devising ways of keeping our customers happy. Although my staff has had previous experience accounting for and negotiating fire losses, we did not have the time to devote to this project.

You and your team came in and immediately started the investigative and data collection process. Communication was promptly established with the insurance adjuster assigned to our claim and when the adjustment process slowed, you initiated action to get it back on track. The work product, presented to the insurance company documenting our loss, was very professional and prepared in a very timely manner. In one instance, the adjuster had to depend on your information because his expert was unable to respond in the necessary time frame. You and your staff always acted in a professional manner and we truly believe you were always acting in our best interest. Every inquiry was responded to promptly and we were kept informed and involved during the whole process.

Hopefully these circumstances will not present themselves again, but should they; we would certainly call Adjusters International to represent our interests.

Sincerely,

Pursell Industries, Inc.

Joseph M. Pascoe, II
Chief Financial Officer

JMP/dc