



General Offices
South Hills Industrial Park
1200 Lebanon Road
West Mifflin, PA 15122
412/461-6600
Fax: 412/461-8251

December 10, 1999

Mr. Karl Denison
Adjusters International
133 Rollins Avenue
Suite One
Rockville, Maryland 20852-4004

Dear Karl:

Enclosed is a check for the amount due. I will call you in three or four months to talk about the collection of the outstanding monies as we are opening a new store in October.

Thanks very much for all the help throughout this process. If your firm ever needs a recommendation, please consider me a very satisfied customer!

Best regards,

A handwritten signature in dark ink, appearing to read "P. M. Teplitz".

Paul M. Teplitz
President

762 Clairton Boulevard
Pittsburgh, PA 15236
412/653-6800

1950 Park Manor Boulevard
Robinson Town Centre
Pittsburgh, PA 15205
412/787-8672

4721 William Penn Highway
Monroeville, PA 15146
412/373-4061

3287 Washington Road
McMurray, PA 15317
412/942-3860

7903 McKnight Road
Pittsburgh, PA 15237
412/367-0964