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April 10, 1998

Mr. Harvey M. Goodman  
Mr. James R. Harper  
The Goodman-Gable-Gould Company/Adjusters International  
133 Rollins Avenue, Suite 1  
Rockville, Maryland 20852

Gentlemen:

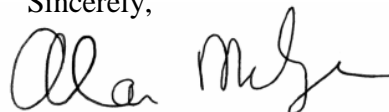
Thank you for your diligent work, performed on behalf of my firm in measuring our damages, preparing our claim materials and negotiating with the insurance carrier on our behalf after a lighting strike severely damaged our computer hardware and software and interrupted our capacity to operate and service our clientele.

After this incident we intended to handle these negotiations in-house, however, we received numerous calls from members of the business community suggesting that we utilize your firm. Fortunately, we decided to retain your firm and your assistance was of tremendous value.

Your ability to interpret the details of the policy in manner familiar only to an expert in your field allowed us to take advantage of many extensions of coverage within the policy that we would never have realized existed. By creatively calculating our loss and preparing our claim your firm puts us on an even playing field with the insurance company and their cadre of hired experts. Your leveling of this playing field is certainly something that could not have been achieved by our lawyers and accountants, but only by a firm with your tremendous amount of in-house resources and knowledge specific to your industry.

It is nice to find a firm that lives up to its motto. GGG/AI certainly maximized the recovery that we were deserving of and allowed us to focus on our primary business duties. Please do not hesitate to use this correspondence as a testimonial to our satisfaction.

Sincerely,



Alan L. Meltzer