



## North Arundel Hospital

**Jay E. Levy**  
**Tele: 410-787-4216**  
**Fax: 410-787-4242**  
**[jaylev@northarundel.org](mailto:jaylev@northarundel.org)**

July 16, 2001

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

Dear Harvey:

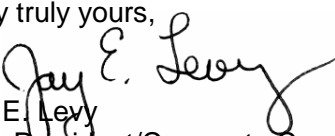
I would like to take this opportunity to thank you and your staff, especially James Harper, for all the good work performed on our behalf which enabled us to be successful in our cause of action against the Hartford Insurance Company.

As you know, I first became familiar with the services of Goodman-Gable-Gould in a former life as president of my condominium association, at which time you had provided us excellent service in successfully prosecuting a minor claim for ice damage against our Home Owners insurance company. I never realized how fortunate this knowledge would become until the computer crash of our hospital's "in-house" information systems. After several weeks of unsuccessful negotiations between the insurance carrier and hospital representatives, hospital administration made the decision to engage your firm to assist us in prosecution of our "business loss" claim under a policy issued by the Hartford Insurance Company.

The long and short of this letter is that without the diligence, expertise, support and responsiveness of your entire staff, we would have not been able to properly evaluate the value of our loss or successfully prosecute the claim. Of particular note, are the services you provided in investigating the breadth of the loss and revealing the effects of loss on the various and complicated aspects of running a complex healthcare organization; all of which enabled us to file a comprehensive proof of loss. After a lengthy disagreement with the insurance carrier, a settlement was reached which was three times the amount we contemplated at the beginning of our discussions with the carrier.

I would highly recommend to any business that the value of your services is worth far more than the cost.

Very truly yours,

  
Jay E. Levy  
Vice President/Corporate Counsel

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301 Hospital Drive Glen Burnie, Maryland 21061 410-787-4000  
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