



**Professional Hospitality**  
**RESOURCES INC.**  
*Management & Marketing for the Hotel Industry*

Mr. Harvey M. Goodman, President  
Mr. Barry A. Flax, National Loss Coordinator  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Avenue, Suite 1  
Rockville, Maryland 20852

Dear Harvey and Barry:

On behalf of my entire firm, I thank you and your colleagues for the tremendous work Goodman-Gable-Gould/Adjusters International (GGG/AI) performed as our advocate after seven of our hotel facilities, our restaurant/bar, our time-share lodging executive "showroom," and our headquarters office building were extensively damaged by Hurricane Bonnie.

The comprehensive capabilities of your organization were imperative to allowing us to get our feet back on the ground. I cannot think of one area where your group was not of great assistance. You assisted with the mitigation of damages and the quick/temporary opening of our restaurant for a holiday weekend, the initial drying of several hundred hotel rooms, the detailed evaluation of thousands of sets of case goods in room after room, the extensive business income and extra expense analysis and the reconstruction of our facilities in accordance with policy provisions.

The persistence of the GGG/AI team as our advocate allowed us to work through the maze of paperwork required by the carrier and to expedite resolution of our claim. GGG/AI personnel were always available to meet with my staff, whether it was during business hours, late at night, or at any time during any weekend. On every occasion that the insurance company brought in an additional "expert" to minimize our claim and drag the claim process out, you countered with a GGG/AI professional who was more than able to level the playing field for us.

Should we ever have any incident of property damage at any of our facilities in the future, our first call will be to Goodman-Gable-Gould/Adjusters International.

Best regards,

  
Bruce L. Thompson  
President

H:/WP/Kathy/goodmanggg101999.doc