

September 10, 2001

Mr. James S. Twaddell, Esquire Mr. Anthony J. D'Amico Goodman-Gable-Gould/Adjusters International 5821 Fairview Road, Suite 215 Charlotte, North Carolina 28209

## Gentlemen:

On behalf of our Company, I would like to express my sincere appreciation for the work the two of you did in successfully resolving our insurance claim. As you know, this was a very complicated matter that involved not only physical damage but also business interruption.

In years past, I have always been the one to sit down with the insurer's adjuster to work out a settlement. This one, however, was just too complex for me to be comfortable in the negotiations.

While this is the first time in 18 years that I have used an outside group to represent our Company, it will not be the last. The settlement that you were able to achieve was well beyond what we could have done on our own. Believe me, if unfortunate incidents like this happen again in the future, "you're hired!"

Sincerely,

Barry M. Pomeroy

Chief Financial Officer

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BMP/scs