



REALTY MANAGEMENT COMPANY

November 4, 2003

Mr. Barry Flax
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite One
Rockville, Maryland 20852

Dear Barry,

Generally in life, notice is taken when things go poorly. I want to make certain to take notice when things go well.

I find that my standards of performance, when compared to those of most others, are fairly high. For that reason, I am often disappointed. Happily, that is not the case when it comes to Goodman-Gable-Gould/Adjusters International and its performance in providing claim-adjusting services to me after my basement flood.

This letter is to express to you my most sincere appreciation for the efforts that GGG?AI, you, and all of your staff exerted during my claim, bringing a stressful and anxious time to a most successful outcome. Your staff's dedication, professionalism and flexibility were second to none. They have obviously been well trained to be proactive and respond quickly and completely to any concerns by the customer.

I find Goodman-Gable-Gould/Adjusters International to be a full service company that always goes the extra mile for its clients. Thank you for making my claim adjustment stress free.

Sincerely,

Donna Kay
Principal