

1816 Blueridge Avenue  
Silver Spring, MD 20902  
September 9, 2000

John E. Henkel  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Avenue  
Rockville, Maryland 20852-4004

Dear Mr. Henkel:

Last year, June 1999, the entire lower level of my home was flooded as a result of a back-up of sewage from the W.S.S.C. sewage system. We had "floating feces". It was an ugly, unhealthy condition.

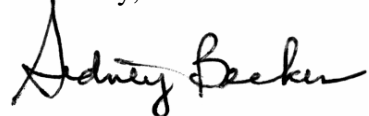
I had no knowledge as to the proper steps to be taken to handle this incident. A friend, Meyer Bobrow, recommended I contact G.G.G./A.I.. You came to my home immediately; surveyed the damage and in a very professional, precise manner explained the procedure to be followed. You relieved me of the stress of handling this situation. You contacted the insurance company. You documented and appraised the losses and damages. You oversaw the proper renovations.

Your staff showed great patience responding to my calls and questions. Everyone was courteous and professional.

Today, I have a "new" den, bedroom, bathroom and utility room that is sanitized and renovated properly – due to your guidance and supervision.

My sincere thanks to you and your staff for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Sidney Becker". The signature is written in a cursive style with a large initial 'S'.