

# SWIDLER BERLIN SHEREFF FRIEDMAN, LLP

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## VIA REGULAR MAIL

Mr. Neal M. Charkatz  
Adjuster  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Avenue, Suite 1  
Rockville, MD 20852-4004

Dear Neal:

I want to thank you for your assistance with regard to the claim for water damage at my home. As you probably know, even though I deal with insurance claims in my business, I decided against representing myself because of my emotional involvement concerning the damage to my property. I am very pleased that I chose your company and, in particular, I am very pleased with the service that you afforded me personally.

Neal, you made everything go smoothly and, I believe, you represented my interests well.

This is the second time I have used your company's services and I continue to be very impressed. I would be pleased to recommend your services to others.

Sincerely yours,



Leonard A. Miller