

Beaulieu

Of America, Inc.

600 Fifth Ave.

P.O. Box 4539

DALTON, GA 30719-4539

February 01, 1995

Mr. Harvey Goodman, SPPA
Adjusters International
133 Rollins Avenue, Suite 1
Rockville, Maryland 20852

RE: Beaulieu of America, Inc. 03/13/93 Winter Storm Damage and Losses

Dear Harvey;

Now that the subject claim has been totally settled I wanted to take this opportunity to commend your organization and personnel on the outstanding job performance in handling this claim on our behalf. Our decision to hire AI immediately, while made with some hesitation, truly turned out to be one of positive results allowing us to continue focusing on our business while having our claim handled professionally. Going into this claim, prior to hiring AI, we were estimating our losses to be between \$12.0M and \$15.0M. As you are well aware, our claim was \$52.0M with recoveries of \$38.0M due to many areas of losses and expenses identified by AI which we would have never claimed if attempting to handle this on our own. It comes to light in this type of situation that the insurance company is professional in handling losses such as ours and we would have therefore been at a great disadvantage if we had not had professionals representing us.

I would like to also add that I have had experience with other "Professional Loss Consulting" companies. Through a recent acquisition of a company which had also experience a loss during this winter storm and had already hired someone to represent them on their loss, I have on a comparative basis been able to see what a quality outfit Adjusters International is, as this "inherited" claim has not been handled to the standards set by your organization.

Again, I want to thank you and your people and I don't know what we would have done without you! If in the future we have any other unfortunate losses I will not hesitate to retain your services.

Regards,



Bob Ingram, CSP, ARM
Director, Safety & Risk Mgt.



Tel: (706) 278-6666



1502 Coronet Drive
P.O. Box 1248
Dalton, GA 30722-1248

August 5, 1999

Mr. Harvey M. Goodman, SPPA
Mr. Anthony D'Amico, SPPA
Barry A. Flax, Esquire
Adjusters International
133 Rollins Avenue, Suite 1
Rockville, MD 20852

Gentlemen:

The work that Adjusters International performed for us after our recent defective pigment problem was once again outstanding. We continue to call upon your insurance coverage interpretation and accounting expertise, and on every occasion our belief in your capabilities has been strengthened.

After we discovered that a defective pigment supplied to us by a vendor had invaded our yarn extrusion process, we were confronted with a very complicated and cumbersome task of identifying the extent to which the defective pigment permeated our raw material and finished goods production. An analysis of the flow of this pigment was necessary to facilitate a proper measure of not only the property damage loss but also the potential business interruption.

We at Beaulieu were very much impressed with your ability to delve into our production process and identify the flow of the defective material into goods that were produced over a lengthy period of time. Quite frankly, we do not believe that our internal manufacturing personnel could have identified the extent of our damage as well as your staff did.

Your painstakingly detailed analysis of the financial ramifications of potential liability claims against us was imperative for us to have in order to reach an expeditious and favorable settlement with the distributor. We were able to avoid years of costly litigation. Your preparation and negotiating acumen in producing such a settlement was outstanding.

When facing a difficult and complicated task, Adjusters International was able to rely upon their years of experience in the insurance and accounting evaluation arena to prepare a detailed valuation that provided for an excellent settlement. Thank you again for your continued excellent work on our behalf.

Regards,

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