

THE BANK
OF BALTIMORE



Ray P. Goetz
Vice President
Phone 410-244-3382
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REAL ESTATE OWNED DIVISION

November 28, 1994

Mr. John W. Marini
Adjusters International
22 Elizabeth Street
P.O. Box 90 Utica, NY 13503

Dear John:

This is to advise that Adjusters International was called in at the last minute to resolve a major claim that had evolved to a point where it was beyond the expertise of the Bank of Baltimore. Your cost estimate of damages was far and away superior to the general contractors hired by the Bank. The claim was settled expeditiously and the fee was reasonable. This has taught me one lesson; call the adjuster first.

I would not hesitate to use your services again.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ray P. Goetz", written over a horizontal line.

Ray P. Goetz
Vice President