



SERVING THE DISCRIMINATING BUYER THROUGHOUT THE MID-ATLANTIC

August 26, 2003

James Harper
Goodman Gable Gould/Adjusters International
133 Rollins Avenue, Suite One
Rockville, MD 10852

Dear Jim:

Thank you for all of your efforts in negotiating and finalizing the settlement of our insurance claim. Your expertise and skill were essential to the fair settlement that we received.

After our warehouse burned last July, we were not prepared for the complicated negotiations that were to follow. As you know, the fire completely shut down one segment of our business for a period of time and destroyed a major part of our inventory at the Delaware location. Your ability to interpret the details of the policy allowed us to maximize our recovery from such a devastating loss. The attention to detail in the business income calculation was especially helpful, since the insurance company was not forthcoming with details on how to present the trend analysis needed. Despite all of the obstacles encountered, your ability to effectively communicate and negotiate with the insurance company was of the utmost value. I am confident that we would have received a substantially lower settlement without your assistance.

I would be happy to recommend your services to any company who has suffered a loss. Thank you again for everything!

Sincerely,

A handwritten signature in cursive script that reads "Grace E. Trepasso".

Grace E. Trepasso, CPA
Controller

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